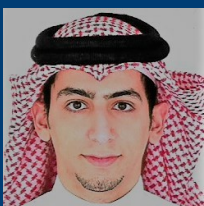


MOHAMED KAMEL MOHAMED SALEH



Contact

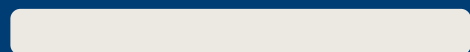
@ kamel.m@snic.com.bh

📞 97332232421

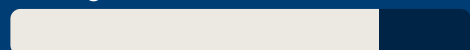
📍 H: 1452 R: 4352 B: 543

Skills

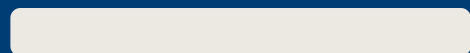
Communication 100%



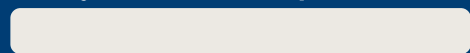
Willingness to learn 80%



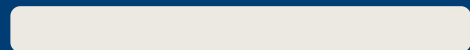
Customer service 100%



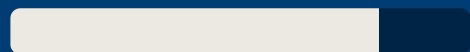
Ability to work under pressure 100%



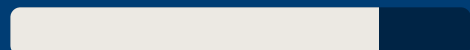
Time management 100%



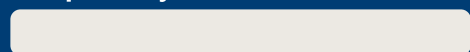
Self-motivation 80%



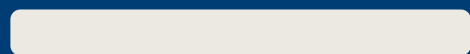
Decision making 80%



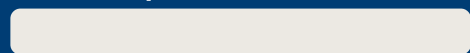
Adaptability 100%



Teamwork 100%



Leadership 100%



OBJECTIVE

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job objectives within a contemporary and economical business setting.

EXPERIENCE

SNIC INSURANCE

Motor Claims officer

provide advice on making a claim and the processes involved

process new insurance claims notifications

collect accurate information and documents to proceed with a claim

analyse a claim made by a policymaker to establish whether it satisfies the policy conditions

guide policyholders on how to proceed with the claim

identify reasons why full payment may not be made

explain to policyholders when their claim is not covered

contact tradespeople from a network of approved professionals and arrange for them to make repairs on the policyholder's property

monitor the progress of a claim

investigate potentially fraudulent claims

liaise with solicitors, as well as other legal and claims professionals, and negotiate the terms of a claim

prepare an initial estimate of costs and then closely monitor and keep a record of costs

get advice from external specialists, such as loss adjusters on complex cases

ensure fair settlement of a valid claim

ensure the customer is treated fairly and that the customer receives excellent service in accordance with industry and company guidelines

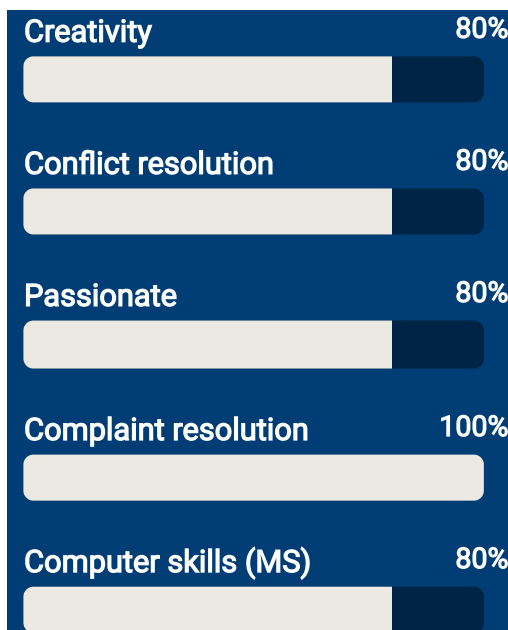
handle any complaints associated with a claim

adhere to legal requirements, industry regulations and customer quality standards set by the company.

NOV-

2017 -

Current



Silah Gulf (VIVA) JUNE-2017 - OCT-2017
Multimedia support agent
Managing social media of VIVA (Whatsapp, live chat, twitter, instagram, facebook, Email) to support and satisfy our customers.

Silah Gulf JUNE-2015 - JUNE-2017
Customer care back office
Managing inbound and outbound emails of (Electricity and Water Authority).
identifying customer needs, answering questions and providing solutions/alternatives to issues.
building sustainable customer relationships

Invita OCT-2013 - MAY-2015
Call centre agent
Managing inbound and outbound calls of (Electricity and Water Authority).
identifying customer needs, answering questions and providing solutions/alternatives to issues.
building sustainable customer relationships.

Bani Jamrah charity fund March-2010 - April-2010
Adminstrative assistant officer
Managing adminstrative issues,responsible for teller, petty cash and daily operations

EDUCATION

Ahmed Al-Omran secondary school 2011
Commercial srudies
81

Ahlia University 2016
Bechlor degree in Accounting and Finance
3.33

REFERENCE

Shaikha Fahkro - "Invita"
Operation manager
17506000



Isa Ismail - "Silah Gulf"

Operation manager

Elsmail@silah.bh

Nada Al Gassab - "Silah Gulf"

General Manager

nalgassab@bitrixme.com

Hussain Al Mansoor - "SNIC INSURANCE"

Claims Manager

Almansoor.h@snic.com.bh