

Hassan Al-Zaher

Claims Handler with over two years of experience processing, investigating, resolving and settling complex insurance claims relating to customers' policies and ensuring the right result for both the policy holder and insurers, delivering excellent service using a variety dispute resolution skills and risk management techniques. Passionate about building strong relationships with customers, colleagues and other professionals involved parties.

SKILLS

- + Data Analysis, Conflict Resolution, Project Management, Time Management, Decision Making, Adaptability, Organization, Oral Communication, Leadership, Teamwork, Customer Service, Sales, Reporting, Social Media, Computer Skills, and Technical skills
- + Microsoft Office: Word, PowerPoint, Excel, and Outlook
- + Advanced Computer Troubleshooting
- + Web Development (HTML, HTML5, JavaScript, and CSS)
- + Citrix System and Telesales
- + Typing Speed (AR & EN) is up to 55 Words per Minutes
- + Ability to Work Under Pressure

EMPLOYMENT

2021 – Present

DEPUTY GENERAL CLAIMS MANAGER – Saudi Brokers Insurance Co.

- + In charge of all General Lines and Marine Cargo claims.
 - Dealing with clients at the front end, investigations, litigation support, settlements, and manage the progress and updates on any claims filed.

2018 – 2021

CLAIMS COORDINATOR – Saudi Brokers Insurance & Re-Insurance Co.

- + Providing Advice on Making a Claim and the Processes Involved
- + Processing New Insurance Claims Notifications
- + Collecting Accurate Information and Documents to Proceed With a Claim
- + Analysing a Claim Made by a Policymaker
- + Guiding Policyholders on How to Proceed With the Claim
- + Contacting Trades People From a Network of Approved Professionals and Arranging for Them to Make Repairs on the Policyholder's Property
- + Monitoring the Progress of a Claim
- + Investigating Potentially Fraudulent Claims

- + Identifying Reasons why Full Payment may not be Made
- + Ensuring Fair Settlement of a Valid Claim
- + Building Relationships With Loss Adjusters, Forensic Accountants and Solicitors, as Well as Other Legal and Claims Professionals
- + Ensuring the Customer is Treated Fairly and That the Customer Receives Excellent Service in Accordance With Industry and Company Guidelines
- + Handling any Complaints Associated With a Claim
- + Involvement in Loss Adjusting Activities and in Legal Discussions Relating to Settlement
- + Seeking Legal Recovery of Monies Paid Out
- + Managing a Team of Claims Handlers (At Managerial Level)
- + Taking Responsibility for Productivity and Profit
- + Adhering to Legal Requirements, Industry Regulations and Customer Quality Standards set by the Company

2017 – 2018

SALES AND CUSTOMER SERVICE REPRESENTATIVE – Tawuniya Insurance Co.

- + Listen and Respond to Customers' Needs and Concerns
- + Provide Information About Products and Services
- + Take Orders, Determine Charges, and Oversee Billing or Payments
- + Review or Make Changes to Customer Accounts
- + Handle Policies' Cancellation or Complaints
- + Research Answers or Solutions as Needed

2007 – 2008

VOLUNTEER – World of Technology

- + Learned Building PCs and Installing Operating Systems
- + Worked on Computers Running Windows Professional

EDUCATION

2011 – 2017

BACHELOR OF SCIENCE IN ECONOMICS – University of Oregon

- + Minor in Computer Information Technology
- + **Course Highlights:** Econometrics I & II, Intermediate Micro and Macro Economics, Money and Banking, International Trade, Issues in Labor Economics, Labor Market Issues, Natural Resource Economics, Economics of Globalization, Public Economics: Taxation, Business Communication: Learning to write and analyze internal and external messages common to business, industry, and professions, Intro to C++, Intermediate C++ Programming, and Advance Business

CERTIFICATIONS

2018

INSURANCE PROF. FOUNDATION CERT. (IFCE) – The Finance Academy

2018

PROPERTY INSURANCE – Droob

2018

TYPES OF LIFE INSURANCE – Udemy

2018

RISK MANAGEMENT – Udemy

2018

DATA AND DESCRIPTIVE ANALYTICS – Droob

2018

MARKETING THROUGH SOCIAL MEDIA – Droob

2018

HEALTH AND SAFETY CERT. – CWB Group

2018

INTL. ACCT. STAND. IN THE P. S. - PART 1 – by Ministry of Finance in Droob

2020

DATA ANALYSIS – by STC in Droob