



Hussein Al-Hareth

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King Abdullah street, Khobar, Kingdom of Saudi Arabia

PROFESSIONAL SUMMARY

Accomplished senior Supervisor of 16 years, leading high-performing teams to consistently hit productivity and performance targets. Demonstrating exceptional communication, leadership and organisational abilities to drive motivated staff, ensuring first-class call centre operations. Multi-tasking Manager well-known for creating positive workplace culture and high-performing teams. Demonstrated medical insurance expertise, including competitive offerings, pricing and market positioning. Experienced Office

WORK HISTORY

SENIOR SUPERVISOR

09/2005 – CURRENT

medgulf for insurance & re-insurance | Khobar , Saudi Arabia

- Set conditions imposed on various policies, helping to reduce insurance risk by maximum % within Timeframe.
- Approached potential clients by using direct marketing techniques, including mailings and phone contacts.
- Built relationships with clients through active listening and talents to provide excellent service.
- Delivered an exceptional level of service to each customer by listening to concerns and answering questions.
- Improved services through consistent hard work and dedication to .
- Supported Chief Operating Officer with daily operational functions.
- Worked directly with many departments, clients, management to achieve our goals.
- Followed up with customers on unresolved issues.
- Oversaw contract performance with preferred partners by managing override payment, performance and projection.
- Calculated quotes and educated potential customers on insurance options.
- Interacted with TPA to ensure timely reimbursements to customers
- Sold medical , care insurance policies to new and existing customers.
- Supported sales, brokers, consultants and underwriters in marketing and sales activities.
- Trained the staff on current Medicare regulations and guidelines.
- Verified insurance and communicated coverage to staff and patients.
- Reviewed accounts receivable reports, insurance contracts, and weekly and monthly financial reports.
- Completed customer requests received via email, fax , offering prompt solutions to maintain customer satisfaction.
- Produced thorough quotes and purchase orders efficiently to speed up processes.
- Leading the team of policy admin to proceed all client daily request such addition / deletion / replacement / correction / list of insured members / detail's of debit - credit notes - cash claim / monthly - weekly - report of transaction

- Leading the Eastern province team more than 12 employee who handling all client request in eastern province area .

○ **SALES AGENT** 08/2007 – 12/2008
medgulf | khobar, Saudi arabia

○ **CUSTOMER SERVICE OFFICER** 06/2006 – 08/2007
medgulf | khobar, Saudi arabia

○ **ENROLLMENT OFFICER** 09/2005 – 05/2006
medgulf for insurance & re-insurance | Khobar, Saudi Arabia

SKILLS

- Staff development
- Recruitment and training
- Coaching and mentoring
- Problem-solving abilities
- Complaint handling
- Scheduling
- Workflow planning
- Strategic planning
- Documentation and control
- Motivational leadership style
- Microsoft Office expertise

EDUCATION

○ **Bachelor of Science** | sciences - biology 03/2005
king Khalid university, Abha
 GPA 3.17 out of 5 major science - Biology .

○ **CII cert** | insurance 01/2020
chartered insurance institute , Riyadh

○ **diploma** | insurance 09/2005
BIBF, MANAMAH

○ **Award** | insurance
SAMA, RIYADH
 -pass the IFCE mandatory course for insurance proficient with 84% .

○ **Award** | english language
British Councils , Khobar
 -complete the Elementary 4 & Pre-intermediate 1 &Pre-intermediate 3 from British Council .

- Coursework in Professional Prospecting Skills
- Complete the below courses :

Supervisor skill - Medical insurance - AML & ANTI - fraud & communication & interpersonal skills & negotiations skills
 complete AWARD in general insurance from Chartered insurance institute .
 -complete English course Level 6 from ALFAC institute .