

## Asmaa Abdullah Alshehri

Medical Insurance Operations & Claims Professional | Managing 450+ Policies

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### CAREER OBJECTIVE

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Experienced professional in Medical Insurance Operations & Claims, managing 450+ medical insurance policies, processing claims efficiently, and ensuring client satisfaction. IFCE Certified, with hands-on experience in both medical and motor insurance operations. Passionate about governance, compliance, and risk management, seeking to leverage operational and claims expertise to grow in these areas.

### EDUCATION

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Graduate from Insurance & Risk Management from The College of Economics & Admin Sciences from Imam Mohammad Ibn Saud Islamic University at Riyadh city

**[Bachelor of Insurance & Risk Management] • 2017 - 2021**

**[GPA: 4.44]**

### EXPERIENCE

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- OPERATIONS IN MEDICAL AND MOTOR. • **Esnad Insurance & Reinsurance Broker Co.** • **Oct 2021 - Present**
    - Manage and update 450+ medical insurance policies including enrollments, deletions, and modifications
    - Supervise and process medical claims efficiently, ensuring timely resolution and client satisfaction
    - Resolve client complaints promptly and escalate complex cases when necessary.
    - Completed 1 year and 4 months internship in Motor Vehicle Insurance Operations.
    - Coordinate with major insurers (Bupa, Malath, Tawuniya) to ensure high-quality service.
    - Followed up on medical claims and ensured timely processing.
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### CERTIFICATIONS

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- IFCE - Insurance Foundations Professional Exam – Third Edition. • **The Financial Academy** •
- Creative thinking, innovation, and renewal.
- Insurance Underwriting. • **Esnad Insurance & Reinsurance Broker Co.** • **20/02/2019**
- E-commerce and marketing skills. • **Era Vision For Training** • **28/03/2021**
- Anti-Fraud for Insurance Section. • **The Saudi Anti Fraud Association** • **26/10/2022**

### SKILLS

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- Managing 450+ Medical Insurance Policies.
  - Medical Claims Processing & Client Resolution.
  - Efficient Request Processing.
  - Attention to Detail
  - Advanced Microsoft Office
  - Accurate policy and report management.
  - Practical Knowledge of AI Tools
  - Soon GRCP.
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