

MAHA SALEH ALKHAMIS

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OBJECTIVE

A qualified Saudi female with excellent experience in insurance industry with a successful professional career spanning more than 10 years in local markets. Top level customer service focusing on customer satisfaction and loaylity. Exceleent calims processing experience with strong attention to details. Compassionate and value-driven characater, able to actively listen and build trust, maint confidentiality, and interact professional with coworkers from across cultures. Loyal and self-motivated, results-driven, problem solver, with good negotiation and people skills.

SKILLS & ABILITIES

- Excellent project management skills
- Excellent claims management skills
- Good knowledge of claims handling practices
- Good customer support service skills
- Good communication and interpersonal skills
- Good initiative and self-motivation skills
- Able to work under pressure to meet deadlines
- Able to work alone or as part of project teams
- Able to learn and adapt to new work conditions
- Good problem solving and negotiation skills
- Excellent Computer/MS Office skills

EXPERIENCE

January 2010 – February 2020 **GlobeMed/Saudi** Riyadh, KSA

RECONCILIATION & TPA OFFICER

- Analyzing various aspects of insurance claims issues.
- Evaluating insurance policies and other related issues.
- Reviewing policy performance of a variable insurance contracts.
- Analyzing insurance statistical data to invstigate ternds and patterns.
- Analyzing contract issues associated with long-term care insurance.
- Analyzing insurance costs applicable to common areas for possible improvements of premiums or reducing claims impact on company.
- Managing consumer disputes including consumer interviews, logging consumer disputes into reports, and communicating with head office to validate insurance claims results.
- Delivering remarkable customer experience through effective handling of all insurance claims.
- Assisting work associates in delivery of claims and reports

February 2009 – August 2009 **SABB**

Riyadh, KSA

CUSTOMER SERVICE REPRESENTATIVE

- Developing and maintain good relationships with existing/new client.
- Running and monitoring customer statements, invoices, and files.
- Providing timely responses to all customers inquiries and questions.
- Processing accurately and timely all customers bank applications.

EDUCATION

2018 – 2020 **Imam Mohammed Bin Saud Islamic Univ. Riyadh, KSA**

BACHELOR DEGREE IN BUSINESS ADMINISTRATION

- Pursuing part time university degree to support my career, which is expect to be completed by 2020

2003 – 2003 **New Horizons Computer Center Riyadh, KSA**

ASSOCIATED DEGREE IN COMPUTER OFFICE AUTOMATION

- Full time diploma in computer office automation

FURTHER EDUCATION

1. Finance (For G- Operations) , GlobeMed Academy ,Sep2019.
2. Anti-Money Laundry Course , GlobeMed Academy ,Feb 2019.
3. Corporate Risk Management Course , GlobeMed Academy ,Feb 2019.
4. Accounting Course , GlobeMed Academy ,Dec2018.
5. Planning & Reporting , GlobeMed Academy ,Sep 2018.
6. Corporate confidentiality & use of data policy guideline , GlobeMed Academy ,Sep 2018.
7. IT Security Manual Quiz, GlobeMed Academy, Nov 2017.
8. Dictionary Administration Guidelines Quiz, GlobeMed Academy, Oct 2017
9. IT Security Quiz, GlobeMed Academy, Nov2017.
10. Medical, Commercial & Corporate Confidentiality, GlobeMed Academy, Nov 2017.
11. The Role of 3rd Party Administrator Course,GlobeMed Academy, Nov 2017.
12. Outlook User Manual Quiz, GlobeMed Academy, Nov 2017.
13. Globe med IT Security, GlobeMed Academy, Nov 2017.
14. MS Excel Course, Globe Med Academy, Riyadh, Dec 2016.
15. Awarded the IFCE Qualification, Institute Of Banking, Riyadh, Jan 2013.English Language Course, Alfaisal International Academy, Riyadh, Nov 2011- April 2012
16. Insurance Foundation Course, Professional Business Institute, Riyadh, Dec 2012.
17. English Language Course, Direct English, Riyadh, Dec2002.

REFERENCES

Reference Name

Reference Title, Company

Contact Information