

# Muslim Ali AlJaasem

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To be part of a dynamic and challenging group where I can utilize my technical, analytical, and interpersonal skills for the growth of the Company and provide ample scope for career growth and to make a strong contribution to organizational goals through continued development of Professional Skills.

## Core Competencies

- Saving Costs
- Problem solving
- Adapt to new business
- Negotiation
- Brokers Relationship
- knowledge in MS-Office
- Strong Leadership
- Teamwork
- Creative

## Professional Experience

### Senior General Claims Officer (Feb 2021 –Nov 2022)

#### Wataniya Insurance Company

- Analyses a claim made by a policyholder to establish whether it satisfies the policy conditions and warranties
- Visiting accident/loss scenes such as residential properties and workplaces for inspection of the damages
- Writing survey reports and completing paperwork
- Negotiating settlements/approvals with insured/brokers/workshops
- Get advice from external specialists, such as loss adjusters and forensic accountants, on complex cases
- Handle any complaints associated with a claim
- Adhere to legal requirements, industry regulations and customer quality standards set by the company.

### Senior Motor Claims Officer (Aug 2019 – Jan 2021)

#### Wataniya Insurance Company

- Maintain and build on existing customer relationships and encourage business retention through contacts with clients and brokers in respect of day-to-day claims handling.
- Handle third party and OD claims to include negotiations and settlement.
- Assess standard claims, from coverage determination to loss exposure evaluation.
- Verify the actual damage and check accident vehicles after repair.
- Prepare initial loss assessment report Review and finalize claim within authority limits.
- Team leader of Third-Party employees claims Department.
- A point of liaison for claims agents providing data entry and services to facilitate payment of invoices.
- Enable in the delivery of high-quality claims services and work with the Technical Leader.
- Perform claim negotiation and confirm settlement amount.

### Claims Motor Officer (Jan 2016 –Jul 2019)

#### Wataniya Insurance Company

- Assist in motor claims inspection and surveys.
- Interact with Third Party Claimants and Processing Third-Party Claims.
- Prepare inspection/survey reports.
- Follow up mainly motor third party claim recoveries.

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### **Customer Service Executive (Nov 2014 – Dec 2015)**

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#### **AXA Insurance Company**

- Issuing Policies as well as Endorsement (Motor, Travel and Home).
- Assist clients in filling of policy documents and contact them whenever any error is discovered, or when it needs to be corrected.
- Gather correct and accurate information to provide customers with new quotations, changes to their policies (including renewals).

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### **Underwriting Clerk (Oct 2012 – Oct 2014)**

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#### **Gulf General Insurance Company**

- Issuing Policies as well as Endorsement (Motor and General).
- Responsible in Renewal such as preparing the renewal letter and send it to client.
- Closing production every month – responsible for closing the month like preparing the summary details of the production.

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### **Customer Service (Mar 2012 – Sep 2012)**

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#### **Tawniya Insurance Company**

- Issuing Policies for Motor, Travel and Malpractice.
- Answering client's inquiry.

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#### **Education**

- Diploma of Higher Education: Banking Operations, Institute of Public Administration IPA (2012).

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#### **Courses & Certificates**

- Awareness of cybersecurity risks.
- Courses of English.
- IFCE from Financial Institute.
- Anti-Money Laundering & Insurance Fraud.
- Cert CII.
- Advance Underwriting Cert.
- Advance Claims Cert.

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#### **Achievements**

- Achievement and development claims department from Wataniya Co.

**References can be provided if requested**