

# Ahmed Sharaf El Din

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## Objective

I am seeking a challenging position in the insurance sector where I can leverage my five years of experience in operations, claims management, and policy issuance—specifically in motor and marine insurance—to contribute to the company's growth and further enhance my professional skills as an employee of an insurance brokerage .

## Education

Bachelor of Commerce, Major: Accounting

Cairo University, Egypt, May 2018

Grade: Good (70%)

## Professional Experience

### Senior Operations and Claims Officer

Hayah Insurance Brokerage Company (Subsidiary of El Ezaby Group)

September 2020 - Present

- Manage claims for general insurance and support departments in issuing documents and resolving issues.
- Coordinate with insurance companies for policy renewals and follow-ups.
- Ensure accurate review and delivery of documents to the collection department.

### Accountant

Hayah Insurance Brokerage Company

September 2019 - September 2020

- Recorded all types of insurance policies and commissions in the system.

- Followed up on policy payments and managed collections.

## **Tax Accountant**

CARINA WEAR COMPANY

May 2018 - August 2019

- Recorded invoices and calculated taxes for each invoice.
- Prepared monthly and quarterly tax reports.

## **Motor Insurance Issuance Skills (Insurance Broker)**

- Expertise in Motor Insurance Issuance: Proven track record in facilitating the issuance of motor insurance policies, coordinating between clients and insurance providers to ensure smooth and efficient policy issuance.
- Client Consultation and Advisory Services: Skilled in advising clients on suitable motor insurance coverage options based on their individual needs and risk profile, ensuring optimal protection at competitive rates.
- Policy Documentation and Compliance: Experienced in preparing and reviewing policy documents to ensure accuracy and compliance with both internal standards and regulatory requirements.
- Strong Relationships with Insurance Providers: Established strong professional relationships with multiple insurance companies, enabling smooth negotiations and quick issuance of policies for clients.
- Handling Renewals and Endorsements: Proficient in managing policy renewals, endorsements, and cancellations for motor insurance, ensuring timely and accurate updates.
- Claims Assistance and Coordination: Acted as a point of contact between clients and insurance companies during the claims process, providing guidance and support to ensure a satisfactory resolution.

## **Marine Insurance Issuance Skills (Insurance Broker)**

- Comprehensive Understanding of Marine Insurance Policies: Extensive experience in issuing various types of marine insurance policies, including cargo insurance, hull and machinery insurance, and liability coverage for shipowners and charterers.
- Client Consultation and Risk Assessment: Skilled in assessing marine risks, advising clients on appropriate coverage based on the nature of goods, transport routes, and potential liabilities to ensure comprehensive protection.
- Policy Documentation and Compliance: Proficient in preparing and reviewing policy documents, endorsements, and certificates to ensure they meet industry standards and regulatory compliance.
- Collaboration with Underwriters and Surveyors: Established strong professional relationships with underwriters and marine surveyors to ensure accurate risk assessment, policy issuance, and effective handling of claims.
- Marine Claims Assistance and Coordination: Served as a liaison between clients and insurance companies during the claims process, providing guidance and ensuring timely resolution of claims related to cargo loss or damage.

## **Skills**

### **Technical Skills:**

- Proficiency in Windows, Microsoft Office (Excel, Word, PowerPoint, Access), and Internet.
- Familiarity with accounting software and insurance management tools.

### **Language Skills:**

- Native Arabic.
- Good command of both written and spoken English.

### **Personal Skills:**

- Strong communication and leadership abilities.
- Ability to work under pressure and adapt to various work environments.
- High planning skills and self-motivation.