



MUNTADAR HASSAN AL-KHLIF

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PROFESSIONAL SUMMARY

About Me: Offering a specialized insurance advice and health care solutions / Handling the renewal process and negotiations while overseeing the day to day operations for major clients / structuring plans for policy control. My 10 years' experience in the insurance industry allow me to guide clients in making educated decisions while monitoring the performance of the polices.

I have achieved high rate of clients satisfaction by providing daily support, generating customizable reports, in-depth information, regular meetings.

SKILLS

- Public speaking.
- Negotiations.
- Problem solving.
- Reporting.
- Team management
- Exceptional customer service skills.

WORK HISTORY

Manager Broker channel 2021 – up to date **Tawuniya**

- Managing relationships with Brokers / Clients
- Reviewing quotes
- Negotiation with Brokers / Clients
- Processing policy issuance
- Monitoring client satisfaction
- Team Management

SENIOR BROKER 2014 - 2021

Ace Insurance Brokers

- Accounts Managing.(Major Local & international clients up to 20,000+ Members)
- Supervising Daily Operations. (Addition/ Deletion/ Claims process/ Invoicing)
- Analysis of Quotations. (Benefits, providers & premiums)
- Producing Periodic Management Reports / Reviewing Claims Experience Reports.
- Handling Renewals & Approaching The Market (Negotiations with insurers)

- and Clients / producing renewal reports)
- Developing Relationship with Clients.(Monthly Meetings)
- Reviewing Claims / Approvals.
- Guiding and clarifying the process for the clients on all levels.
- Marketing newly introduced products.
- Initiating preventive care program.

CUSTOMER SERVICES REPRESENTATIVE 2008 - 2014

NCCI Tawuniya

- Issuing Polices (Motor, Medical, Travel, Property)
- Processing and Documentation.
- Invoicing.
- Answering Customer Quires.

TRAVEL AGENT 2007 - 2008

Al-Momays traveling and tours

- Ticketing .
- Tours Arrangement .
- Customer relations.

EDUCATION

King Faisal University

- Bachelor degree: English Major



Chartered Insurance Institute

- Award in General Insurance
- CII Level 3 Certificate in Insurance



The Institute Of Finance

- Assistant Underwriting Officer Certificate
- IFCE Certificate (insurance Foundation Certificate)



ADDITIONAL INFORMATION

A Saudi citizen born in 1985, happily married with one beautiful daughter, always aiming to improve and challenge myself to be a good role model for my family and the people around me, I enjoy reading, exercise and acting.

Note: Thank you for taking the time to read my resume, please do not hesitate to contact me if you needed any more information.