

Ahmed Safwat Shalabi

Diploma. Architectural Engineering

Personal Information:

Name: Ahmed Safwat Shalabi

Address: AL Marwa District, Jeddah 22246

Date of Birth: 10 of February 1991

Cell Phone: +966 54 941 6962

Nationality: Egypt (born to Saudi mother)

E-Mail: Ahmed.shalabii@gmail.com

Status: Single

Summary:

Aim to develop new skills that cultivate better personal professionalism. I aspire to improve my efficiency and productivity through good planning and diligent execution. In addition, I interact comfortably with all levels of the organization, this enables me to benefit from my colleagues knowledge and gain in depth experience rapidly. Excellent Arabic and English listening, verbal and written communication skills.

Education:

- Diploma in **Architectural Engineering**, at Al thagher High Institute, Saudi Arabia **2010 – 2012**

Experience:

SAUDI ENAYA Co-Operative Insurance Company, Jeddah, Saudi Arabia

2013 - Current

- **Pre-Authorization Administrator Representative:** **2013 – 2014**
 - Follow up with cases.
 - Proceed the Medical request " Dental, Optical "
 - Communicate with the providers for missing documents.
 - Update the Pre-Authorization summary sheet.
 - Work with Medical team.
 - Medical backgrounded.
- **Customer Service Representative:** **2014-Aug,2016**
 - Resolved clients' problems
 - Customer Survey and Complaint handling
 - Demonstrated ability to log all notes and follow up information accurately
 - Follow up cases and communication internally and externally
 - Formed a solid background on many medical processes, specifically on medical insurance.
 - Follow up with CCHI " Council Of Cooperative Health Insurance " complaints.
- **Membership Representative:** **Sep,2016-Dec,2016**
 - Check the request for missing documents.
 - Proceed the request "Addition, Deletion, Correction ".
 - Work with Excel sheet for all endorsement requests.
 - Archive.

- **Sales And Marketing "Sales Support Officer" Representative:** **Jan,2017-Current**
 - Check and proceed the quotation throw the system.
 - Work with Excel sheet for the members list.
 - Communicate with all departments.
 - Issue a policy throw the system.
 - Follow up with sales representatives.
 - Communicate with broker officers.
 - Update the sales summary sheets daily.
 - Thinking for new thoughts to improve the system and communicate with IT dep.
 - Update the policies sheet weekly.
 - Receive the payments from clients and delivered to finance dep.

RABYA General Constructions Company. **Apr,2012 – Jun,2012**

- At Umm Al Qura University, Housing project for doctors

The Foundation of Turkey and Muslims in Europe, US and Australia. **2005 - 2013**

- Hajj Seasonal work

Video Games store. **Jan,2010 – May,2011**

- Store Supervisor

Skills & Interests:

- Languages Arabic (Native), English (Moderate) computer skills.
- IT Skills Proficient in software such as: MS Office, Web browsers, Outlook.
- Communication skills.
- Excel basics.
- Ability to handle an angry member

Certificates & Courses:

Microsoft Excel 2010 – Level 1 "Al Khaleej Training And Education"	May2017
Problem Solving	Oct2016
Communication Skills	Aug2016
Code Of Conduct	Jan2016
Customer Service department training program.	Oct2014
Quality Assurance Awareness.	Apr2014
Insurance Foundation Certificate Examination (IFCE).	Mar2014
Principles Of Insurance Program, 40 training hours.	Feb2014

sSAMANTAH Training & Rehabilitation Cooperative Program:

2012

- Plans for your life
- Change your life
- Effective communication skills
- Volunteer work skills
- Talk and communication skill
- Neural linguistic programming
- Management skill of self-confidence
- Financial Intelligence keys
- Awareness program for public safety