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### **Professional Objective**

Obtain a position on a progressive & well-established organization that has the need for qualifications like mine (mentioned bellow), & offers opportunities for advancement, creativity & achievement, using my skills along with my commitment to perform & deliver quality work at motor claims management

### **Education**

- Diploma in business management Sep 2008
- (LOMA) Life Office Management association
- Dip of CII 2018

### **Technical Skills**

Platforms: Windows 7. Windows XP Vista  
Tools: MS. Office, Internet, and Email

### **Professional Experience** **Motor Claims Department**

#### **Supervisor Motor Claim**

#### **Al Khazna Insurance Company (From Jan 2017 till present)**

Al Khazna Insurance Company strive to ensure customers' satisfaction through quality service and continuous development of new and attractive products through risk management products and service

#### **Assist Motor Claims**

#### **Al Wathba National Insurance Company (8 Years and 10 Months)**

Al Wathba national insurance company is a leading to provide our customers with distinct, quality, personalized service insurance and risk management products and service.

## **Responsibility at Al Wathba National Insurance Co.**

- **Handle recovery procedure including but not limited to sending and receiving of claim notification.**
- **Negotiate best price on motor recovery claims with competitor insurance companies by notification claims.**
- **Handle total loss intimation to the client including price agreements on the damage, cost vehicles.**
- **Assessment, review and processing of branch motor claims for accident vehicle against motor policies in the company portfolio in accordance with strict cost control and agreed timescales.**
- **Ensure claims are settled in accordance with policy and company guidelines.**
- **Promptly advise clients of decisions regarding claims.**
- **Deny claims where applicable.**
- **Thoroughly verify documentation from workshop to ensure content on factual, accurate, and within cost estimate.**
- **Complete daily claims report documentation and submit for processing, recording and filing.**
- **Provide continuous feedback to management on claims cost.**
- **Handle claims electronically on in – house data management system.**
- **Thorough documentation and general office administration with team leader of claim operation.**
- **Issues motor polices such as comprehensive, fleet, and TPL policies.**
- **Provide effective internal and external customers with quality service in line with claims guiding principles and department priorities.**
- **Ensure that claims are handled in correct technical manner in accordance with policy cover legal liability and department fraud and IA guidelines.**

## **Responsibility at Al Khazna Insurance Co:**

- **Managing & developing all aspects of Motor Claims Department in a way that reinforce the image and vision of the company**
- **Assist the Head-Claims & Motor Operations in implementing strategies, plans to meet the business requirements**
- **Align on the high level objectives of the claims department and motivate staff towards crossing the boundaries of their duties and responsibilities.**
- **Ensure all monthly and daily technical reports on the various processes of the claims unit are generated and report results and recommendations to the Head-Claims & Motor Operations.**
- **Liaison with the I.T. Department on the continual improvement of the I.T features to ensure the Business Requirement is completed.**
- **Report to the Head-Claims & Motor Operations and assist him on claims department performance level.**
- **Actively seek & create opportunities to raise level of performance in claims department.**
- **Performs other functions that may be assigned by Motor Manager/ Head of Department**
- **Provide technical professional advice for managed staff.**
- **Collect and distribute cheques to the clients from Finance for Total Loss and compromise and ensures to receive the Vehicle Transfer Certificate by keeping a guarantee cheques until AKIC receives the said certificate.**
- **Ensure that during the salvage handling process, company standards, procedures and compliances are followed whilst adhering to salvage industry regulations and contracted terms.**
- **Negotiate the salvage elements of a claim to increase revenue to Ageas financial advantage whilst protecting claim cost.**
- **Handles and supervisory for all complaints from Insurance Authority with ensure all complaints meet rules and company guidelines.**

### **Personality traits:**

**Ability to interact with colleagues and management in a manner that is congenial to work environment capacity and interest to complete a given task and assignment as a matter of personal gratification.**

**Hobbies & skills:** reading, travelling, music

**Driving license:** hold a valid UAE driving license

**language:** Arabic, English

**Visa status:** valid residence visa, release available

**References:** furnished upon request