

# Ibrahim Abdelkareem

Claims Processing Team Leader



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com

Experienced Claims Processing Team Leader with over five years of experience in the insurance field. Excellent reputation for resolving problems and improving customer satisfaction. Reliable employee seeking claims processing position. Offering excellent communication and good judgment.



## Skills

- Claims management ●●●●● Excellent
- Excellent Communication ●●●●● Very Good
- Attention to Detail ●●●●● Excellent
- Decision-Making ●●●●● Very Good
- Document management ●●●●● Very Good
- Data entry experience ●●●●● Excellent
- Leadership and team building ●●●●● Excellent



## Work History

2017-07 - 2022-01

- **CLAIMS MANAGEMENT TEAM LEADER**  
*NEXtCARE, Allianz Partners, Cairo, Cairo*
  - Worked with customers to understand needs and provide excellent service.
  - Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting.
  - Developed and implemented performance improvement strategies and plans to promote continuous improvement.
  - Handled 600 UAE claims per day to communicate company goals.

2016-12 - 2017-06

- Evaluated accuracy and quality of data entered into agency management system.
- Paid or denied medical claims based upon established claims processing criteria.
- Responded to correspondence from insurance companies.
- Calculated adjustments, premiums and refunds.
- Resubmitted claims after editing or denial to achieve financial targets and reduce outstanding debt.
- Compare data on claims applications, screen claim documents and process claim adjustment.

## SENIOR MEDICAL REPRESENTATIVE

*Zeta Medicine , Cairo*

- Arranged appointments with doctors, pharmacists and medical teams to raise awareness of latest product launches.
- Analyzed market to identify new opportunities and strengthen relationships with hospitals, medical centers and primary physicians.
- Conducted routine product demonstrations to verify proper utilization and improve patient outcomes.
- Collaborated with vendor representatives and company customers to set up optimal delivery schedules.
- Managed over 12 customer per day to increase sales by 30%.

2013-02 - 2014-12

## SENIOR CUSTOMER SERVICE

*Vodafone Egypt, Cairo, Egypt*

- Learned and maintained in-depth understanding of product and service information to offer knowledgeable and educated responses to diverse customer questions.
- Resolved customer service issues using company processes and policies and provided updates to customers.
- Greeted customers and listened closely to problems described to determine solutions.
- Followed up with customers regularly via phone and email to obtain payments and schedule services.
- Handled over 70 customer calls per day.

2011-09 - 2015-06



## Education

### Bachelor of Science: Computer Science and Statistics

*Helwan University - Egypt*



## Certifications

- Data Analysis Professional from UDACITY and Egyptian Ministry of Communications and Information Technology
- Project Management Professional (PMP) course from CAD Masters
- Occupational Safety and Health Specialist from Safety Arabco



## Languages

- English Fluent / Arabic Native