

Raymonda Chahoud.

Contact:

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Chahrour bldg,

2nd floors, ElGhytan Street,

Chalouhi, Beirut-Lebanon.

Personal Information: Date of birth: 19 July 1991

Place of birth: Al Kaa

Citizenship: Lebanese

Marital Status: Engaged

Work experience:

June 2015-Present

Confidential

Dora, Beirut - Lebanon

Senior Claims Officer

- Handling all company's claims (General, motor and medical)
 - Planning & executing claim settlement strategies
 - Review of outstanding claims on monthly basis
 - Follow up the Insurance Details and also co-coordinating with the Insurance for claiming, getting approval and etc.
 - Set standards and maintain "Claims Ratio"
 - Coordinate with insured and insurance company appointed adjuster, surveyor, motor shops and other parties concern to expedite processing of claims.
 - Monitoring and making sure all queries and concerns are replied to and closed within agreed standards.
 - Working closely with the team on how to improve the process and customer satisfaction.
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March 2010 – May 2015

Fidelity Assurance & Reinsurance

Jal El Dib, Beirut - Lebanon

Officer Property, Casualty and Marine claims:

- Receive claimants, complete the declaration form to collect details of accident, process the claim, and gather all claim documents received, file them into the concerned records, and input the claims data on the system.
- Investigate on the accident while taking the necessary time needed to be well studied & come up with the final decision of claim settlement, legal action, or rejection.

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- Refer to the survey report to check any possibility of pre- existing damages.
- Follow up on experts & loss adjusters claims reports.
- Generate Paid and Outstanding Reports.
- Inform reinsurance department about any facultative case or any case that exceed our priority.
- Prepare business consideration report.
- Receives invoices from hospitals approved them and send them to the accounting department for payment.
- Send claims to be recovered to the recovery department.
- Marine Underwriter Assistant.

Education: Bachelor Degree in Business Systems (Arab Open University) 2010 – 2013
Baccalaureate in Socio- Eco at official school, Jdeideh 2008 – 2009

Languages: Arabic: Native language
French: Good.
English: Fluent.

Skills: Computers: Microsoft office (word, excel, power point) Microsoft Outlook, Internet, IMS (Insurance Management System).
Able to work long hours, multi tasks under pressure, Punctual and reliable.
Excellent Customer interaction.

Professional Trainings:

- Motor Insurance
- Burglary
- Marine
- Workmen compensation
- Legal liability
- Fire
- Medical & group medical general condition
- Customer service certificate
- General insurance technique certificate
- Communication & Negotiation Skills certificate

Interests: Learning new languages and swimming.

References: Available upon request.
