

PERSONAL PROFILE

Name: Sulaiman Alamri
 Date of Birth: 2nd Mar 1982
 Nationality: Saudi National
 Languages: Arabic (Native) and English (Fluent)
 Status: Married with 2 children (ages 4 and 2)
 Place of residence: Riyadh, Saudi Arabia

EMPLOYMENT HISTORY

April 2020 – Present

**FAL Insurance Broker
General Manager**

- Full responsibility of P&L , reporting to the shareholders .
- Managing existing portfolio of more than 150M SAR .
- Leading 40 employees across the country .
- Leading the digital transformation to increase the income and decrease the operation cost while business expands .

Jul 2019 – March 2020

**Tawuniya Insurance, Riyadh, KSA
Head of Brokers Management & IP**

- Managing a portfolio of +3 Billion SAR of different LOB's.
- Leading a team of 35 associates across the country, divided to relationship and new business.
- Managing the relationship with 48 brokers.
- Managing the global accounts with our global partner Aetna

Jun 2014 – Jul 2019

**Willis Saudi Arabia, Riyadh & Jeddah, KSA
Executive Director, Branch Manager, Riyadh and Jeddah, KSA (Feb 2018 – Jul 2019)**

- Responsible for Riyadh and Jeddah branches activities including but not limited to recruiting, budget, client servicing, business development and credit control.

Branch Manager, Riyadh, KSA (Mar 2016 – Jan 2018)

- Responsible for all branch activities including but not limited to recruiting, budget, client servicing, business development and credit control.
- Succeeded in achieving 23% growth.
- Succeeded in decreasing the bad debt from 55% to 12% in one year.
- Achieved client retention of 95%

Health and Benefits Manager, Khobar, KSA (Jun 2014 – Feb 2016)

- Responsible for all medical, life and P.A. portfolio in eastern region leading a team of Key Accounts Managers and Account Executives to apply best practices in employee benefits sector
- Launched loyalty program for Willis' clients across KSA
- Created the department templates, reports, modules and annual service plan for accounts based on size and revenue across KSA
- Make sure that claims and operation KPI's are strictly followed by the carriers and take corrective action if needed
- Assisting business development team in placement and negotiation
- Work with the global team in designing the health policies, take the lead and negotiate with the local insurers and implement the annual service plan after placement for global clients based in Saudi.
- Succeeded in achieving 93% client retention
- Succeeded in achieving 100% employee retention

Jun 2010 – Jun 2014

**AXA Cooperative Insurance, Riyadh, KSA
Customer Service Manager – Healthcare**

- Strategy Planning

- Preparing work schedules for day-to-day operations
- Setting the long-term strategy to challenge competitors and provide the best service.
- Forecasting workload
- Compliance
 - Reviewing the process periodically to comply with CCHI/SAMA requirements
 - Ensuring that the services levels, KPI's, SLA's, management practices and policies are above industry standards
 - Preparing and publishing periodic result measurement reports
- Stakeholder Relations
 - Maintaining healthy broker relations
 - Visiting existing corporate clients along with the sales force for feedback
 - Visiting prospective clients to close the deals especially for the corporate clients
- Complaint Management System
 - Creating a quality management system
 - Creating the customer service manual
 - Handling the complaints through the complaints management system (E-Channel) and ensuring the resolution within agreed timelines
 - Preparing a weekly coaching process to increase the service quality and customer satisfaction
 - Managing, supervising and evaluating performance of the customer service staff
 - Supervising the investigation of complex complaints
- Training and Development
 - Recruiting, training, coaching, motivating and developing the customer service team for better professionalism, job satisfaction, rewarding career and customer satisfaction
- Business Development
 - Involving in a variety of automation projects (online portal, online approval, e-claims, medical network notifications, Yakeen project)
 - Representing the company in CCHI meetings and workshops
 - Performing as a Consultant/Committee member for SHIB project which is owned by CCHI

Jan 2008 – Jun 2010

**American Express, Riyadh, KSA
Supervisor**

- Acted as a Unit Head – Corporate and ARAMCO Service Unit
- Day-to-Day Operations
 - Managed daily operations for corporate and Aramco Service Unit
 - Manage 12 call center agents and 2 supervisors
- Coordination Functions
 - Assisted the Head of Customer Service to prepare the budget for the department
 - Assisted the IT Department to design the corporate website and back office structure
- Training and Development
 - Developed appropriate trainings for the staff and train them as needed
- Customer Service
 - Achieved 95% service level
- Project Management
 - Created the Aramco service unit from scratch that is included: CIT configuration, back office ticketing system, VIP call center features, manpower planning and escalation process (SLA's and KPI's)

Apr 2006 – Dec 2007

**Tawuniya Insurance, Riyadh, KSA
Customer Service Executive**

- Policy Making
 - Generate the policies (motor, travel, medical, etc) for the customers (corporate and retail)
- Customer Service
 - Received the claims documents, registered and forwarded them to the claim center, make sure it's settled within the expected time frame
 - Reported daily to the branch manager with daily income and claims report

- Issue endorsements and extensions for the clients
- Training and Development
 - Trained the new joiners and assisted them in adjusting in the environment

Feb 2004 – Mar 2006

ANFAL Co., Riyadh, KSA

Customer Service and Sales Representative

- Customer Service
 - Responded to customer's complaints and forwarded them to the concerned department
 - Assisted the walk-in clients in their queries
- Sales Representative
 - Reported to the Branch Manager about any complaints and sales target
 - Coordinated between marketing and maintenance departments
 - Generated a daily activity report to the Branch Manager

EDUCATION & QUALIFICATIONS

2015 – Present

Arab Open University, Saudi Arabia

Bachelor's degree in Business Administration (part-time; due to be completed in 2020)

2000 – 2003

King Saud University, Riyadh, Saudi Arabia

Bachelor's degree in Pharmacology (completed 3 years of a 5-year program)

Notice Period

60 days

Newbridge Associates