

ZAID ALLAITH



CONTACT INFORMATION

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SKILLS

- Computer Skills - MS Office.
- Passion for satisfying customers.
- Teamwork and collaboration skills.
- Problem-Solving and Troubleshooting.
- General internet navigation and research skills
- Outstanding Communication and negotiation Skills.
- Tolerance for stress in a fast-paced working environment.
- Possesses good relationship building and interpersonal skills.

LANGUAGES

- English | Advanced
- Arabic | Native

OBJECTIVE

Experienced Customer Service Representative with a background in telephone customer service, tech support, and customer care. Skilled in handling medical and motor insurance claims, as well as familiar with TPA. Known for being organized and meticulous in organizing customer interaction logs. Seeking a challenging position within an ambitious company where I can utilize my professional skills to contribute toward productivity in a dynamic workplace, with opportunities for career growth.

EXPERIENCE

CARE CENTER AGENT

NEXtCARE Bahrain Ancillary Services . | Dec 2017 - Apr 2022

- Answer phone inquiries regarding medical care coverage's, eligibility, mobile app, account status, claims, billing, address and contact changes, online system and benefit verification.
- Investigate and resolve policy holders problems and disputes in a timely and efficient manner.
- Understanding of Policy terms & conditions & Various Protocols / Guidelines.
- Analyses and evaluate medical claims and per-authorization requests such as outpatient,optical,maternity and dental cases and decide whether cases are covered by policy.
- Assisting network & finance and reconciliation departments on daily basis tasks by training providers how to using the online system and track payments for policy holders,providers and payers.
- Monitoring how consumers perceive your business and taking strategic action when necessary to improve your brand's image.
- Supervising staff, assigning tasks, and reporting to superiors.
- Follow code of conduct and rule involves certain terms, conditions, rules and regulations which helps to keep the decorum of the work atmosphere.
- Perform any other related duties as directed by the immediate supervisor or manager.

CUSTOMER SERVICE OFFICER

Tazur Insurance Company. | Jul 2015 - Dec 2015

- Analyzed various parts of a problem properly and developed logical solutions within the permitted scope of work.
- Documented details of telephone conversations and actions taken.
- Followed communication/update expectations with clients, in accordance with the company policies, scheme, or agreed time frames set.
- Built customer interest in the service and products offered by the company.
- Discussed with customers on telephone and provided information on the company's products and services.
- Updated the existing database with changes of the status of each existing/prospective customer/member.
- Operated switchboard and routed incoming calls to appropriate departments.
- Handled insurance claims and billing for all customers.
- Maintained strong clientèle relationship with customers.
- Managed and protected the reputation of the company.
- Issuing policies.

EDUCATION

NATIONAL DIPLOMA IN MECHATRONICS ENGINEERING

Bahrain Training Institute. | Sep 2012 - May 2015