



Hassan Al Shizawi

Insurance – Claim & Legal Officer

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Sohar, Oman

26 July, 1982

A result-driven and highly qualified candidate seeking a challenging position in a growth-oriented organization which offers diverse job responsibilities that will maximize the benefits to the organization and enhance my skill set. Keen to advance my technical skills and further my professional development with a suitable challenging role. I possess the Leadership skills, along with the determination and drive required to meet the tightest of deadlines. Even under significant pressure, throughout my working experience, I demonstrated a strong ability to perform effectively. I am able to work well on my own initiative, as well as being a strong team player.

SOFT SKILLS

Resilience, stress tolerance and Flexibility

Strong communication and Presentation

Interpersonal Skills

Complex Problem Solving

Leadership

Data Analysis

Team Player

Customer Services

WORK EXPERIENCE

Insurance – Claim & Legal Officer

Oman International Container Terminal, Sohar, Oman

03/2016 -02/2021,

Tasks

- Performs the following duties on regular basis, Claim & Legal, Complain Receiver, Attending Survey, Finding Solutions, Insurance Advisor, Accident Report Analyses, Leading Department Staff, Receive & Study Documents and Investigations & Estimation Report Preparing.
- Conducts risk assessments, collecting and analyzing documentation, statistics, reports, and market trends and Developing risk management controls and contingency plans.
- Prepare reports and present recommendations
- Follow-up of the company's debts to other parties (individuals; companies and institutions)
- Develop daily reports on claims of the company.
- Develop a plan to mitigate the fines incurred by the company; Such as: laying the violations on the employees in the event of committing a mistake (accidents) against the second party (companies and individuals).
- Investigation in the event of accidents and Communicate with local and international insurance companies for compensation and coverages.
- Follow up on repair procedures in the event of property damage; And follow-up compensation and pricing in the event of damage to goods and merchandise.
- Communicate with institutions and individuals to reach settlements.

Customer Service Representative

National Bank of Oman

11/2013 – 12/2015,

Tasks

- Provide splendid customer services to customers in a friendly and courteous manner at all times and be involved in performing some financial related and marketing transactions.
- Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly.
- Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay.
- Ensure that all the bank's policies and procedures, code of conduct and regulatory guidelines are strictly complied with in the process of discharging duties.
- Inform and suggest new banking products to customers and provide information to customers on their account status and account balances.
- Suggest effective ways through which the bank can promote its products and services and increase customer satisfaction.
- Establish and promote cordial relationship with customers, ensuring prompt attendance to their inquiries and solving their problems to grant them maximum satisfaction.
- Ensure that customers' confidential information is properly protected and only used for official purposes

WORK EXPERIENCE

Sales - Showroom

Saud Bahawan Group LLC, Sultanate of Oman- Sohar

05/2012 - 10/2013,

Tasks

- Converting showroom visitors into customers by understanding their needs and interests, and matching them to the most appropriate car.
- Understanding the characteristics, capabilities, and features of all cars, and providing the potential customer with detailed information, including comparing different competitive models.
- Taking customers on test drives and demonstrating vehicle features.
- Building a rapport with potential customers to improve the possibility of a sale in the future.
- Maintaining a customer database and communicating with them.
- Assisting customers with completing the relevant paperwork required for a successful sale to be processed.
- Collaborating with team members to reach sales targets.
- Assisting with the set up of showroom and promotional displays.

Sales Supervisor

Oman Trading Establishment LLC, Sultanate of Oman- Sohar

02/2009 - 04/2012,

Tasks

- Created comprehensive and eye catching marketing plans to secure increased sales revenue from mall customers.
- Works cross-functionally with Inside Sales Managers to assist with business plan development.
- Provide management to a unit by establishing goals and objectives, assigning tasks and reviewing work at frequent levels.
- Setting examples for other staff in areas of personal character, commitment and work habits.
- Monitors daily progress/status and makes adjustments/corrections to ensure optimal performance and service
- Promptly handling customer complaints.
- Processed all cash, credit and check transactions and manage any customer inquiries or complaints.
- Train and assign tasks to new employees to meet business development needs.

Sales Officer

Oman Trading Establishment LLC, Sultanate of Oman- Sohar

09/2006 - 02/2009,

Tasks

- Responsible for Vehicle Sales, Vehicle Delivery, Receiving Documents and Getting Finance Approval.
- Developing and sustaining long-lasting relationships with customers.
- Calling potential customers to explain company products and encourage purchases.
- Answering customers' questions and escalating complex issues to the relevant departments as needed.
- Developing in-depth knowledge of company products.
- Maintaining an accurate record of all sales, scheduled customer appointments, and customer complaints.
- Preparing cost-benefit analyses for prospective and existing customers to determine the most suitable purchase options.

LEARNING AND DEVELOPMENT

Trainer Member

International Academy Training Institute

Effective Management & Leadership (03/2018)

California Business Academy

Core Banking (02/2014)

Academic of National Bank of Oman

Becoming a Professional Sales Consultant (11/2011)

Delivery, Intro to Service & Follow-Up (11/2011)

Time Management & Planning Skills for Sales (09/2011)

Technical for Service Consultant (09/2011)

Customer Service Workshop (09/2019)

Oman International Container Terminal

International Director (07/2018)

Dhofar Education Center

Introduction to Customer Management (11/2011)

Trade, Financing & Closing (11/2011)

Sales Simulator (10/2011)

Effective Vehicle Appraisals (09/2011)

Technical Product Awareness for Part & Service (11/2008)

LEARNING AND DEVELOPMENT

Consultative Selling Skills (04/2008)

Active Consultative Sales (03/2008)

GM Difference Customer Enthusiasm (01/2007)

Customer Service (10/2006)

General Motors Center of Excellence - Dubai

HONOR AWARDS

Best Sales Staff (2010)

OTE

Achievement of the target for three years in a row
(2013)

Name of the institution that issued/awarded it

– NBO

EDUCATION

Master of Business Administration - Executive Management

University of Bedfordshire - United Kingdom

2018 - 2019,

Bachelors of Business Administration - Human Resources Management

University of Berkshire - United Kingdom

2014 - 2015,

Diploma- Business Administration - Accounting & Finance

University of Technology and Applied Sciences - Salalah

2004 - 2005,

High School Diploma

Sohar Secondary School


2000 - 2001,

INTERESTS

 Reading

 Traveling

 Writing

 Active Learning

LANGUAGES

Arabic
Native or Bilingual Proficiency

English
Professional Working Proficiency

REFERENCES

Available upon request