Yehia Khalid Ramadan

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|  PERSONAL INFORMATION |  +201069391120  |
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| Address Nasr city. Ell Waha city | Date of birth 20\1\1994| Nationality Egyptian |

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| OBJECTIVE | * We seek to provide insurance services, marine and air insurance, land insurance, car insurance, property insurance, tendering for companies, issuing, and reviewing insurance documents, and making visits to factories to insure them
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| **WORK EXPERIENCE** |   |
|  Nov 2022 – Present Sep 2020 – Oct 2022 | **insurance manager****Mohandas Insurance Company****Issuing, renewing and printing all insurance documents including accident, engineering, burglary, fire, marine and car documents****Risk Management and Insurance Senior Specialist**

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| **EGYPTIAN STEEL Company** * Marine cargo insurance
* Insurance on all cars
* Insurance for factories and heavy equipment
* Business tenders
* Handling the with all Vendor the Cases Insurance
* Negotiating policy terms and Costs with the insurance provider
* Issue and renewing or amending existing policies for clients
* Undertaking general administrative duties
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| April 2019 – Sep 2020 | **Business** Insurance manager **Executive****Fawry Banking and Payment Technology Services**

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| * Monitor, control and manage business operations to meet customer expectations and company goals
* Services transactions reporting to billers and management teams.
* Monitor & Creating and Uploading the Daily Voucher For telecoms company on the daily to cover the daily consumption
* Create New Service over Fawry System.
* Create vouchers cash Out to the Client and retails to using it form all Fawry Channel
* Handling the Biller Complaints
* Handling the consumption and the Claims For the Voucher With the Biller and Financial teams
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| July 2017 – January 2019January 2017 – June 2017   | **Bancassurance Egypt | MetLife.** |
| **Insurance Specialist Alex bank** |
| * To promote Banc-assurance products within the bank branch.
* Achieve and exceed the branch’s target.
* Coach and motivate the bank’s staff to generate leads for the customers to subsequently conduct a full sales process.
* Insure consistent business growth every year.
* Establish and maintain a good working relationship with the bank ‘s staff.
* Work very closely with the bank’s staff to increase the awareness level.
* Maintain and develop personal insurance knowledge and skills.
* Provide frequent feedback about individuals/branch's performance.
* Participate in projects/assignments with Banc-assurance management.

 **Sales Representative****National bank of Egypt*** Negotiating all contracts with prospective clients
* Coordinating sales efforts with marketing programs.
* Upselling credit cards and loans to bank customers.
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| **January 2016– January 2017** | **Operation Team Leader** **Vodafone Egypt.*** Create an inspiring team environment with an open communication culture
* Floor Supervisor. Performing all of Floor Supervisor tasks in a professional and outstanding way.
* Monitor team performance and report on metrics
* Discover training needs and provide coaching
* Listen to team member’s feedback and resolve any issues or conflicts
* Recognize high performance and reward accomplishments.
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| **June 2015 – January 2016** | **Customer service representative** **Vodafone Egypt.*** Open and maintain customer accounts by recording account information

Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem* Handle complaints provide appropriate solutions and alternatives within the time limits and follow up to ensure service quality.

Manage large amounts of incoming calls Compile reports on overall customer satisfaction  |
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| EDUCATION |   |

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| Sept 2011 – June 2015 | **Faculty of law ain shams University****Degree good**  |

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| PERSONAL SKILLS |   |

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| Social skills and competences | * Ability to work under pressure
* Adaptive and creative
* Excellent teamwork
* Good communication skills
* Good Problem Solver
* Fast Learner and Self Developed.
* Analysis
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| Languages | * Arabic: Native
* English: Good
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| Courses  | * Obtained the International Computer Driving License. (ICDL)
* Internship Program at Alex Bank Good

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