



Sulaiman Ahmed

📍 Riyadh, Saudi Arabia 14511

☎ 0566883575

✉ Sulaiman19855@hotmail.com

🌐 www.linkedin.com/in/sulaiman-bin-mukhashen-98a3b28

Nationality

Yemeni, husband of a Saudi woman

Education

01.2007

High School Diploma, Natural Science , AL-EZZ BIN ABDUSSLAM - Riyadh, Riyadh Region
Relevant course:
Microsoft Office Windows,
Completed 7 English levels,
Insurance Fundamentals Certificate (IFCE) from the Saudi Arabian Monetary Agency

Skills

- Good Communication skills
- Problem Solving Skills
- Team Player
- Time Management
- Love of learning and self-development
- Effective Speaking Skills
- Team Leadership
- Speed in typing and fast in finishing Transactions in systems and programs and their mastery
- Organizational skills
- Computer skills
- Microsoft Excel

Languages

Arabic

Proficient (C2)

English

Intermediate

Professional Summary

I have worked in customer service, operations and collections in insurance companies, and administrative work for many years. I have experience in the real estate field. I also have experience in indexing and arrangement. I am a Confident Debt Collector with an excellent work ethic and offer billing, chasing, and collection skills. Calm and professional under pressure to achieve positive outcomes. Problem-solving professional excellent. Skilled at handling sensitive conversations with tact and diplomacy.

Work History

08.2022 - Current

Debt Collector

Al-Ghazi Real Estate and Contracting - E.g. Riyadh

- Follow up on outstanding rents.

05.2018 - 05.2021

• **Senior Claims Officer - Reception**

Salama Insurance and Reinsurance Company - E.g. Riyadh , E.g. Saudi Arabia

- We interviewed property owners, collecting key ownership and condition data for reports.
 - Communicated with customers diplomatically and respectfully.
 - Contacted customers to arrange or collect payments.
 - Followed company protocols to keep sensitive and financial information secure.
 - Facilitated official agreements outlining terms of repayment.
 - Performed collection of overdue debts, reconciling high-volume account queries.
- Determined insurance cover level and relevance for accurate claim assessments.
She handled initial claims inquiries with attention to first-class, personal service.
Achieved positive claim outcomes through careful case management.
Followed up on all client requests and verified resolution.
Handled all claims and communications within established service level agreements.
Generated account statements outlining payments and balances.
Organized and maintained filing system for easy staff access.

10.2016 - 04.2018

• **Customer Service Officer**

Solidarity Insurance Company - E.g. Riyadh , E.g. Saudi Arabia

- Kept accurate and updated filing systems with financial data, statements and associated records.
- Opening reception claims and Najm Company claims s
- Responded to customer queries and provided excellent customer service.
- Receiving claims and directing to workshops
- Worked with large volumes of data, completed accurate calculations, and presented results in required formats.

12.2014 - 12.2016

• **Senior Claims Officer - Reception**

Salama Insurance and Reinsurance Company - E.g. Riyadh , E.g. Saudi Arabia

11.2013 - 11.2014

• **Compensation Collector**

Takaful Al-Rajhi Insurance Company - E.g. Riyadh , E.g. Riyadh

- She handled all claims and communications within established service-level agreements.
- Escalated critical claims or complex situations to the supervisor for review.
- Kept clients well-informed of claim updates and case progress.
- Addressed and resolved customer disputes to support favorable collection rates.

12.2012 - 06.2013

• **E-Shops Secretary**

IN2V Company - E.g. Riyadh , E.g. Saudi Arabia

- Welcomed arriving visitors and directed them to appropriate meeting rooms.

05.2008 - 05.2012

• **Customer Service Reception**

Commercial Union Insurance Company - E.g. Riyadh

Certifications

- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.
- Certificate of Personnel Affairs Course (Human Resources Management Specialist and Administrative Development)
- Certificate from the Chamber of Commerce on how to present and your project and ideas
- Certificate of thanks presented by the King Khalid Award Ceremony Conference in the Kingdom Hotel Four Seasons, as a former reception coordinator
- Certificate of Appreciation for organizing the Higher Education Conference for Male and Female Students at King Fahd Cultural Center
- Certificate for organizing a conference for the Department of Zakat and Income Tax
- Certificate of Customer Service Course for the website Dorb Taqat
- Mobile Maintenance Basics Certification Course
- Salama Money Laundering Course Certificate and Basics of Insurance Certificate