



Sulaiman Ahmed

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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.

- 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.

05.2018 - 05.2021

- **Senior Claims Officer - Reception**
Salama Insurance and Reinsurance Company - E.g. Riyadh , E.g. Saudi Arabia
 - 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
 - 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

- Resolved customer issues effectively, using strong interpersonal skills and conflict resolution techniques.
- Handled customer complaints, providing appropriate solutions to guarantee positive outcomes.

Certifications

- 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