

Wafa Ali Al-Zhrani

Saudi Arabia | 056 643 9797 | wafaa.1993.s@outlook.com

Results-driven Administrative Specialist with expertise in client relationship management and insurance administration. Proven ability to resolve payment discrepancies, ensuring client satisfaction. Holds a bachelor's degree in English Language and a Diploma in Insurance Business Administration. Skilled in Microsoft Office, documentation, teamwork, and communication. Proficient in health insurance and policy renewals. Bilingual in Arabic and English. Seeking an opportunity that enables me to gain more experience and enrich my career and help me achieve the Vision 2030 goals.

WORK EXPERIENCE

Insurance Specialist	Mar 2023 - Jun 2023
Tadawi Surgical Centre	
<ul style="list-style-type: none">• Maintained high standards of customer service by building relationships with clients• Followed up on denials, late payments, extensions and other special circumstances• Resolved discrepancies in insurance payments by collaborating with carriers• Maintained confidentiality of patient finances, records, and health statuses	

EDUCATION

Diploma's Degree in Insurance Business Administration	2023
King Saud University	
GPA 4.88/5 with first class honors	
Bachelor's Degree in English Language	2016
Taif University	

LICENSES

- Professional License to Teach from Education and Training Evaluation Commission (ETEC)
- Insurance Foundation Certificate Examination (IFCE)

TRAINING COURSES

- Customer Service in the Insurance Field
- Writing Reports and Texts Course
- Entrepreneurial Mentality
- Speaking Skills in English
- Crisis Management
- First Aid Course

SKILLS

Microsoft office (Excel, word, PowerPoint, outlook), Documentation and reporting, Teamwork and collaboration, Claims reporting systems, Administrative support, Health insurance, Policy renewals, Communication skills, Effective follow-up

LANGUAGES

- Arabic
- English