

# Nasser Abboud

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## Objective

Seek a challenging position where I can utilize both my technical and interpersonal skill

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## Personal information

**Date of birth** : 26/05/1987

**Gender** : Male

**Marital status** : Married

**Nationality** : Lebanese

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## Education

### GRANTTOWN University

*Faculty of Business*

California, Berkeley, USA

- B.A. in Business Administration

### Institute of banking studies

*Insurance*

Kuwait city, Kuwait

- Certification in motor insurance (Arabic)

### Kuwait occupational standards assessment & certification org.

*Insurance*

Kuwait city, Kuwait

- Certification in Description of professional standards for the profession technician compensation - automotive career

### Pitman Training Kuwait

*Social media & online marketing*

Kuwait city, Kuwait

- Social media marketing & online marketing certified
- Marketing Research
- Google AD World certified
- Google Search Engine Optimization (SEO) certified
- Google Analytics certified

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## Work experience

### Kuwait four auction company / (4MAZAD application)

Sharq, Kuwait

OCT. 2022- Present

- **General manager and partner**
  - Decision maker.
  - Follow up with another insurance companies
  - Deal with insurance company
  - Deal with customers and traders
  - Establish a company
  - Follow up with finance department
  - Calculate all invoice
  - Follow up with lawyer
  - Supervise of staff

- Make quotation and presentation for company

### **Kafo service company / (4MAZAD application)**

Sharq, Kuwait  
JAN. 2020- Present

#### ▪ **General manager and partner**

- Decision maker.
- Follow up with another insurance companies
- Deal with insurance company
- Deal with customers and traders
- Establish a company
- Follow up with finance department
- Calculate all invoice
- Follow up with lawyer
- Supervise of staff
- Make quotation and presentation for company

### **Partner Networkgroup company**

Sharq, Kuwait

**(Contract with Gulf takful insurance company and National takful insurance company)**

#### **Operations Manager**

APR. 2019- JAN. 2020

- Decision maker.
- Follow up with another insurance companies
- Deal with car agencies for labour and parts
- Deal with customers
- Study claims files
- Follow up with finance department
- Check up the calculation of all garages and agencies invoices
- Follow up with courts and lawyer
- Supervise of motor staff
- Make interview with new employees
- Do auction for total loss cars
- Make monthly reports
- Do training for employees

### **Ain Insurance company**

Sharq, Kuwait  
AUG. 2016- APR. 2019

#### ▪ **Section head of recovery and claims department**

- Decision maker.
- Follow up with another insurance companies
- Deal with car agencies for labour and parts
- Deal with customers
- Study claims files
- Follow up with finance department
- Calculate all invoice
- Follow up with courts and lawyer
- Supervise of motor staff
- Deal with garages for labour and parts
- Do all kinds of books related to motor departments
- Decide the total loss car
- Sell wreckage cars ( closed envelopes or auction )
- Make a reserve report under settlement
- Report to the ministry of commerce and industry

### **Tazur Insurance company**

Sharq, Kuwait  
Dec. 2015- Aug. 2016

#### ▪ **Claims Supervisor**

- Make decision
- Audit and Accreditation

- Supervision of the surveyors
- Supervising the reception staff
- Supervision of staff accidents
- organization of work
- Distribution of work tasks on the team
- Action settlement with customers
- The agreement with the customer
- Solving customer problems
- Negotiating with agencies and garages in some cases
- Organize the total loss cases
- Communicate with spare parts companies

▪ **Senior claim and Recovery Officer**

Feb. 2015- present

- Audit claim files
- Follow-up with automotive agencies and garages
- Payment of all reforms bills
- Follow-up with the financial department
- Study and calculate invoices and compliance with orders to reform
- Review all invoices for appropriate documentation and approval prior to payment
- Sort and distribute job
- Process matching invoices, plus line items Prioritize invoices according to cash discount potential and payment terms
- Audit and process credit bills
- Match invoices to checks, obtain all signatures for checks and distribute checks accordingly
- Respond to all vendor inquiries
- Reconcile vendor statements and research
- Assist in month end closing
- Maintain files and documentation thoroughly and accurately, in accordance with company policy and Assist with other projects as needed
- Review settled insurance claims to determine that payments and settlements have been made in accordance with company practices and procedures.
- Report overpayments, underpayments, and other irregularities. Confer with legal counsel on claims requiring litigation
- Develop action plans to complete the work as soon as possible
- Organization and distribution of work on the staff
- Estimate the total loss wreckage of cars
- The agreement with the agencies and companies of spare parts to increase the discount granted to the company attributed

**Takaful International Insurance company**

Sharq, Kuwait

Dec. 2009- Feb. 2015

▪ **Claim and Recovery Officer**

- Read the verdicts
- Follow-up files that it issues with the lawyer
- Action settlements with insurance companies
- Action settlements with individuals
- Compensation insurance companies
- Recover from insurance companies and individuals
- Back-up files and recover money the company
- Action notices creditor and debtor
- Follow-up files with financial
- Calculate the value of claims to insurance companies
- Action figures monthly administration
- Follow-up with the Department of release and compensation
- Inform Reinsurance files to which they relate and follow-up with them
- Identifies, prepares prospecting list, and sets appointments to meet potential customers
- Responsible for the successful identification and management, including solution generation for customer problems.

- Processing statistics for the preparation of monthly and annual budgets
  - Prepare notice of credit and a debit account for all Department Cars
  - Study and payment of claims
  - Prepare all kinds of books relevant Department cars
  - Prepare credit and debit notes for insurance companies
  - Compensate insurance companies
  - Bring customers and client to our company.
  - Negotiate with clients and insurance companies, agencies and garages
  - Processing statistics for the preparation of monthly and annual budgets
  - Reimbursement files third party and comprehensive non-( companies , individuals and total loss)
  - Oversee internal
  - Obtain information from insured or designated persons for purpose of settling claim with insurance carrier.
  - Process new insurance policies, modifications to existing policies, and claims forms.
  - Obtain information from policyholders to verify the accuracy and completeness of information on claims forms, applications and related documents, and company records.
  - Update existing policies and company records to reflect changes requested by policyholders and insurance company representatives.
- **Accidents officer**
    - Study and calculate bills agencies and garages
    - Survey cars and estimate damages
    - Open files and follow-up customer files
    - Estimate total loss cars
    - Action wrote to agencies and garages
    - Open joint statements
    - Agreement with the customer
    - Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.
  - **Issuance officer**
    - To issue policies third party and supplementary
    - Bring customers and client to our company.
    - Insure cars & companies
    - Made report monthly to renew insurance company
    - Checking on the work of all the documents and quotations for the production car
    - Review individual applications for insurance to evaluate degree of risk involved and determine acceptance of applications.

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## Skills and qualifications

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### **Technical skills:**

- Excellent research skills: Conduct research thoroughly and present results in well written reports
- Excellent influential skills
- Computer qualifications: Microsoft Office, Internet Basics

### **Soft skills:**

- Outstanding communication skills
- Outstanding leadership skills; delegate tasks appropriately to optimize efforts

### **Trainee skills:**

- Motor department trainer
- Researcher and Outstanding
- Presentation skills

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## Interpersonal skills

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- Punctual, energetic, well-organized and fast learner

- Very good communication ,marketing & selling skills
- Excellent skills to deal with client and to convene them with our service or product.
- The ability to deal with the (System) is an excellent
- Communication skills with clients and work under pressure
- Check on customers and help them with all their needs and required.
- Customer service skills
- Accounting skills ( pay bills & prepare many different reports )
- Worked as an Efficient team leader ( organize work – solve problems )
- The ability to convince customers
- Achieve the target and try to serve best quality of customer service.
- Flexibility and accuracy
- Managerial competencies covering planning, organizing, allocating tasks and providing feedback.
- Ability to interact with clients with self-confidence
- Analytical and negotiation skills
- Problem solving and decision making skills
- Flexibility and accuracy

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## Languages

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- Native Arabic Speaker
- Fluent in English

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## Interests and activities

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- Traveling and discovering new places
- Planning & launching social events
- Swimming

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## References

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- Available upon request