



# ABED ALKADER HNEINI

## CONTACT

Nationality: Lebanese  
Address: Beirut, Lebanon  
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## PERSONAL PROFILE

A claims officer with hands-on experience of 4 years in claim handling and policy underwriting with special emphasis on customer service and customer experience

## EDUCATION

### LEBANESE INTERNATIONAL UNIVERSITY

**Bachelor of Business Administration**

Expected Graduation Date: February 2021

## VOLUNTEER EXPERIENCE

### LEBANESE RED CROSS- YOUTH DEPARTMENT 2014 – Present

Participating and preparing numerous events and activities revolving around three main programs: Youth and Health; Humanitarian Values and Principles; and Environment.

## SKILLS

- Fluency in English and Arabic
- Team management
- Customer service
- Conduction of trainings
- Problem-solving
- Computer skills
- Communication skills
- Critical thinking

## WORK EXPERIENCE

### CLAIMS OFFICER

#### Elite Insurance Consultants | June 2016 – Present

- Investigating potentially fraudulent claims
- Monitoring the progress of the claims
- Working closely with loss adjusters and clients and negotiating settlements to ensure the customer is treated fairly in accordance to industry and company guidelines
- Providing advice on making a claim and the processes involved
- Collecting accurate information and documents to proceed with claims

### TRAINING COMMITTEE COORDINATOR

#### Lebanese Red Cross | January 2020 – August 2020

- Designed and developed training programs (outsourced and/or in-house)
- Led a team of experienced trainers to achieve the organization's goals
- Maintained updated curriculum database and training records
- Hosted train-the-trainer sessions for members
- Managed and maintained in-house training facilities and equipment
- Researched and recommended new training methods

### PRESIDENT OF BEIRUT CENTER

#### Lebanese Red Cross | April 2016 – September 2017

- Led a team of around 40 volunteers to achieve the organization's goals
- Helped launching the Center
- Supervised and reported activities done by the Center
- Handled day to day operations of the Center
- Established and maintained an archiving system for the Center

### ADMINISTRATIVE ASSISTANT

#### Elite Insurance Consultants | June 2015 – June 2016

- Maintained computer and manual filing systems
- Ordered office supplies
- Acted as a point of contact for a range of staff and external stakeholders.