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 Beirut, Lebanon

EDUCATION

Certificate in Social Media Marketing

CSMM | 2016

BS in Business Administration

Université St, Joseph | 2012 - 2015

French Baccalaureate - Science Track

L'Athenee de Beirut | 1997 - 2012

SKILLS

- Problem Solving
- Customer Service Management
- Decision Making
- Strategy
- Sales
- Time Management
- Leadership
- Business Development
- Cost Reduction Management
- Microsoft Office Pack

LANGUAGES

- Arabic: Native
- French: Native
- English: Full Proficiency

ROUBA HAYEK

SENIOR UNDERWRITER

A highly motivated business graduate specialized in sales planning and development with experience in the insurance industry. Always eager to learn more, I strive in fields where I can master deep technical knowledge to facilitate sales operations. Creative, ambitious and curious by nature, I am today looking for a new challenge to take my career to the next step.

WORK EXPERIENCE

Allianz | Senior Underwriter

June 2022 - Present

- Monitoring and assisting the underwriting team to ensure abidance by all guidelines.
- Underwriting of Life/Investment policies
- Implementing renewals for life & non-life lines of business
- Launching and coordination of the e-Archive initiative
- Coordination with the Accounting department for financial transactions and settlements.

Allianz | Sales Support - Technical and Commercial Support

January 2019 - May 2022

- Coordination of all sales operations of the company's largest branch.
- Handling administrative duties, acting as an intermediary between the organization and the sales department.
- Providing real-time support to help customers resolve all sales-related issues.
- Reporting and monitoring of key performance indicators, providing support to agents to enhance cross selling and business development.
- Reporting and follow up on any fraud or wrongdoing.

Portemilio Hotel & Resort | Banquet Sales - F&B Coordinator

April 2017 - December 2018

- Coordination between the management and all departments to answer for all client requests.
- Drafting new menus for special events and negotiating contracts terms with clients.
- Daily supervision of the breakfast buffet.

INTERSHIPS AND FREELANCE

- Event Organizer - Social Media Specialist - "Wakefest 2016"
- Youth Account Development Intern - Bank Audi 2014
- Reservation coordinated - Sky Management 2013