

Silvana Sleiman

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Profile Summary

Highly dedicated Account Executive with over 15 years of experience in the insurance sector, specializing in contract management, client relations, and claims handling. Recently completed a Bachelor's degree in Computer Science, combining deep industry knowledge with modern technical expertise to drive business efficiency and enhance customer satisfaction.

Core Skills

- Insurance Contract Negotiation
- Client Portfolio Management
- Claims Handling & Reporting
- Policy Renewal & Retention
- Customer Relationship Management
- Microsoft Office, Python, SQL, Java, .NET, MongoDB, JavaScript, PHP
- Languages: Arabic, English, French

Professional Experience

Account Executive

International Brokerage and Consulting Company S.A.L. (I.B.C.C.) – Beirut, Lebanon (2009 – Present)

- Managed a portfolio of insurance contracts, overseeing the entire lifecycle from initial application to renewal.
- Sourced and secured optimal deals and prices for clients across fire, life, motor, and medical insurance lines.
- Maintained a high client retention rate through proactive renewal management and coverage discussions.
- Managed collection processes for due payments, contributing to the company's financial stability.
- Acted as the main contact for claims, following up on medical, motor, fire, workmen compensation, and general liability claims.
- Delivered excellent customer service, resolving inquiries efficiently to ensure client satisfaction.

Education

Bachelor of Science (B.Sc.) in Computer Science – Arab Open University (AOU), 2025

Thesis: Developed a Travel Insurance Website (demonstrating practical application of development skills).

Bachelor's Degree in Insurance Science – Saint Joseph University of Beirut, 2009

Thesis: La loi des grands nombres en assurance.