

# Nader Laylo

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## Professional Summary

Senior Motor Underwriting Officer with over 10 years of experience in insurance underwriting, policy issuance, risk analysis, and customer service. Proven expertise in managing motor and medical insurance portfolios, supporting claims processes, and ensuring compliance with regulatory standards. Strong analytical skills with a focus on data accuracy, client satisfaction, and process optimization. Seeking to contribute to a forward-thinking insurance or financial services organization.

## Core Skills

- Insurance Underwriting (Motor & Medical)
- Policy Issuance and Renewal Management
- Risk Assessment and Claims Support
- Insurance Analytics and Reporting
- Customer Service and Client Relations
- Regulatory Compliance and Confidential Data Handling
- Microsoft Office (Excel, Word, PowerPoint), IMS, Google Workspace
- Languages: English, Arabic

## Professional Experience

### **Customer Service Specialist / Sales Specialist**

YMY Tutoring

Oct 2025 – Present

- Provide customer support and academic service guidance to prospective and existing clients.
- Handle sales inquiries, follow-ups, and enrollment processes to support business growth.
- Maintain accurate client records and ensure high customer satisfaction.

### **Senior Underwriting Officer**

GroupMed Insurance & Reinsurance Company – Beirut, Lebanon

Jan 2019 – Jun 2025

- Issued motor insurance policies including Comprehensive, Car Loans, Third Party Liability, Fleet, and Obligatory coverage.
- Prepared and analyzed monthly renewal reports ensuring data accuracy and portfolio performance.
- Coordinated with sales and customer service teams to resolve client issues and maintain high satisfaction levels.
- Contributed to process improvements that increased operational efficiency and reduced policy errors.

### **Assistant Underwriting Officer**

GroupMed Insurance & Reinsurance Company – Beirut, Lebanon

Jan 2016 – Dec 2018

- Supported underwriting operations including policy issuance, endorsements, and documentation.
- Handled customer inquiries and processed policy amendments accurately and efficiently.
- Trained and mentored new team members on underwriting systems and internal procedures.

### **Medical Sales Representative (Trainee)**

GroupMed Insurance & Reinsurance Company – Beirut, Lebanon

Mar 2015 – Jul 2015

- Issued more than 150 medical insurance policies per day for the Engineers Syndicate (OEA) medical account.
- Ensured strict compliance with company standards while working under high-volume conditions.
- Developed foundational knowledge of medical underwriting and client servicing.

## Education

Bachelor of Economics with Business Studies

Arab Open University (AOU), Beirut, Lebanon – 2014

## Courses & Training

MCA People Solutions – Completed February 2015