

Oussama Al Tawil

Manager | Insurance Agent

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Personal Profile

Results-driven professional with a diverse background in management, logistics, and financial management. Demonstrated expertise in supply chain management, stock control, procurement, and ensuring compliance with safety standards. Adept at managing multiple responsibilities in fast-paced environments, with a focus on optimizing processes and enhancing operational efficiency.

- Working with various stakeholders, and ensuring compliance with organizational standards.
- Demonstrated success in improving operational efficiency and reducing costs.
- Prioritizing exceptional customer service by promptly addressing inquiries, resolving issues, and providing support during claims processes.
- Building long-term relationships with clients, aiming to foster trust and become a reliable source of expertise.

Providing a dynamic character with top-notch communication skills, management skills, leadership, marketing organization, sales, optimization, pricing and cost analysis knowledge. Focused on a diverse and cross-cultural business environment that supports continuous personal development. I believe that I can contribute in achieving company' goals with my persistence and hard work.

Experience

1st and 2nd Cycle Teaching, Maths, UNICEF, Nov 2023-present

- Teaching mathematics to primary and secondary school students, utilizing various teaching methodologies to improve student performance by 15%.
- Preparing annual and daily academic plans, listing instructional objectives and learning outcomes, ensuring comprehensive coverage of the curriculum.
- Using educational technology such as Active Inspire, Geogebra, and Google Classroom to enhance learning experiences and student engagement.
- Preparing students for official exams, leading to a 10% increase in pass rates.

General Insurance Agent at Fidelity Insurance, Jan 2023- Present

- Assessing clients' insurance needs and offering suitable coverage options, increasing client satisfaction by 20%.
- Conducting detailed discussions to understand risks, providing expert advice on policies, and securing 15% more clients.
- Maintaining accurate records of policies, premiums, and claims, and performing administrative duties, resulting in a 10% improvement in operational efficiency.
- Proposing policy modifications based on changing circumstances or emerging risks, enhancing client retention by 12%.
- Maintaining accurate records of policies, premiums, and claims, performing administrative duties.

Manager and Photographer ◦ Photo Haissam, Lebanon, 2016- Present

- Managing daily operations, customer service, and marketing strategies, leading to a 15% increase in customer retention.
- Meeting customer expectations with efficiency and professionalism, resulting in a 20% increase in repeat business.
- Maintaining and developing relationships with clients, identifying new leads, and maximizing sales opportunities, achieving a 25% growth in revenue.
- Developing business plans covering sales, revenue, and expense controls, improving profitability by 18%.

Academic Background

- **BA in Business Administration ◦ Lebanese University, 2021**
- **Master's degree in Business Management ◦ Lebanese University (expected graduation 2025-2026)**
- **Club membership Member of Al Salam Salima Club, present**

Core Competencies and Skills

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| • Insurance Applications | • Procurement and Negotiation |
| • Communication and Interpersonal Skills | • Project Coordination |
| • Decision Making | • Financial Reporting and Analysis |
| • Supply Chain Management | • Adobe photoshop |
| • Stock and Inventory Control | • Microsoft Office Tools (Word, Excel, Outlook) |

Languages: English (proficient), French (advanced), Arabic (Fluent)