

# RIMA MAROUK

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## **EXPERIENCE**

**JAN. 2019 – JUN. 2020**

**GENERAL UNDERWRITER, NASCO INSURANCE LEBANON SAL –  
INSURANCE BROKERS**

- Prepare renewal proposal forms monthly.
- Contact with the client to get approval on renewal.
- Follow up with clients and/ or sales department colleagues and with insurance companies.
- Follow up with insurance companies regarding policies under correction.
- Check the settlement of premiums of the expired accounts before the renewal and complete the related procedure with the client and the finance department.
- Control of particular and general conditions of handed policies in all type of businesses (Property All Risks, Liability, Workmen Compensation, Fire, Shelter, Engineering, Marine Open Cover & Certificates...).
- Check the applicable premiums as per the agreed rates with clients and insurance company (Net and Total premiums, prorated premiums...).
- Prepare and analyze reports monthly.
- Check the monthly production bordereaux between insurance companies and the company (net and total premiums, commissions, agent overriding commission, municipal taxes and proportional fees).
- Handle all emails to issue Marine certificates for different clients.
- Handle new and due for renewal accounts linked to the banks and improve special conditions to respond the clients' needs.
- Cooperate with colleagues and insurance companies to answer properly to the clients and to satisfy them.
- Assist to receive a complete "Ministry forms" documents from the insurance company, requested certificates, claims declaration forms to answer the clients queries.
- Process Policies and complete all related documents electronically on the system for all types of business (Renewal, new policies, Endorsements, certificates...).

**JAN. 2017 – JAN. 2019**

**ADMINISTRATIVE OFFICER, GROUPEMED REINSURANCE BROKERS LIMITED – LEBANON REPRESENTATIVE OFFICE**

- Prepare all kind of reports and comparison sheets.
- Assist to prepare Offers and Reinsurance Slips.
- Prepare regular financial and administrative reports.
- Organize the used filing system for all important and confidential documents of the company.
- Answer queries by employees, cedent and Reinsurance companies.
- Assist and support accounts department in financial operations.
- Prepare premium computation for new accounts, renewals, endorsements and amendments based on combined rates, several rates and pro-rata basis (cedents and Reinsurers premiums).
- Prepare financial documents and follow up with the accounting department (premium computation sheets, closings, cover notes, VAT closings).
- Manage databases and document processes and systems implement.
- Set up and electronic filing, updating paperwork, or maintaining documents.

**APR. 2016 – DEC. 2016**

**OPERATION ASSISTANT, RD & ASSOCIATES FOR INSURANCE & REINSURANCE BROKER**

- Issue invoices for all line of business (Marine, Motor, Life, Fire, Liability, Expat and Travel).
- Manage client accounts and follow up with them.
- Prepare offers and slips (marine, motor, hull and workmen compensation).
- Process policies on system (Takaful Life, Marine, Motor, Medical, Liability, Fire, Expat and Travel).
- Follow up with insurance companies.
- Prepare renewal comparison sheets.
- Prepare Motor quotations (Bodily Injuries, All Risks and Material Damages for companies and individuals).

**MAR. 2015 – APR. 2015**

**INTERN, BANK MISR AND LIBAN SAL (BML)**

- Teller.
- Loan department (Home loan - Car loan - Personal loan...).
- Customer services.

**JUL. 2014 – OCT. 2014**

**INTERN, RD & ASSOCIATES FOR INSURANCE & REINSURANCE BROKER**

## **EDUCATION**

**2012 2016**

**GOOD DEGREE**, LEBANESE UNIVERSITY, BEIRUT – BUSINESS ADMINISTRATION & ECONOMICS (SECOND BRANCH) - MARKETING

Good degree on my final thesis in the name of “Étude d’une Stratégie Marketing de la banque de la méditerranée (La Banque MED)”

**2011 2012**

FAKHER AL DINE HIGH SCHOOL BACC 2 – SOCIOLOGY & ECONOMY (SE)

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## **SKILLS**

- Computer skills:
    - Microsoft Office: Word – Excel – Power Point – Microsoft Teams – Outlook
    - Zoom application
    - LinkedIn
    - Social Media
  - Systems:
    - Soft Mind Brokers Application
    - Oasis Reinsurance
    - Oracle (Asa Saradar Agent)
  - Communication skills.
  - Time management.
  - Working under pressure and multi-tasks.
  - Problem solving.
  - Customer service.
  - Team work and team spirit.
  - Interactive learning.
  - Remote work (from home).
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## **ACTIVITIES**

### **PERSONAL INTEREST:**

Reading.  
Learning.  
Cycling.  
Jogging.

### **LANGUAGES:**

Arabic (Native language).  
French (Fluent).  
English (Fluent).

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## **LICENSES & CERTIFICATIONS**

### **2020:**

- Digital Skills: Digital Marketing from FutureLearn (<https://www.futurelearn.com/certificates/8gim8sw>)
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