

# Curriculum Vitae

## Saro Ohanian

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Nationality: Syrian  
Date of birth: Feb-21-1980  
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Marital Status: Single  
Holding UAE driving license.

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### Objectives

*An administrative or customer service position, where my skills and experience can be effectively utilized to improve the image of the company.*

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### Work Experience

Group policy administrator in **American Life Insurance Company (ALICO)** since March/2006.

*Job Title: Policy Administrator* - Corporate Business Operation.

*Job Description:*

- Provide quality service to all clients – internal and external.
- Policy Setup and Building in a specialized system “Compass” (creating policy products and setting up the rates and the coverage as per the underwriting guidelines).
- Policy Administration, Contract Issuance (liaising and coordinating with the agents before and after issuing the policy).
- Enrolments and updates for the list of insured persons (addition / deletion).
- Correspondence and Billing (sending confirmation letter for insurance coverage and notification for the renewal of the policy).
- Cooperating with IT dept. (verifying and correcting the system setup and the financial of the policies in the system).
- Financial data updates, Allocation of premium (entering the paid premium into the system and reconciling the premiums with the accounting reports).
- Checking and issuing the commission statements (verifying and checking if the commission of the agent is correct).

- Assisting in Claims enquiries (provide the claims Dept. with the necessary information concerning the policy status “lapsed / in force).
  - Reconciliation of Census information of Policy Holders.
  - All works related customer services (guiding the agents as per the underwriting guidelines and make them behave in ethical manner).
  - Policy underwriting (make decisions for the classification of the insured persons and make sure to avoid anti selections).
  - Participate in regular weekly and monthly meetings in order to enhance and improve the quality of the operation.
  - Monthly reports (providing the concerning departments with useful statistics and information regarding the premiums and policies).
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### **Skills & Professional Experience**

- Very good knowledge in handling ERP software (a system attempts to integrate several data sources and processes of an organization into a unified system and uses of a unified database to store data for the various system modules).
  - Teaching Computing science at Primary and Secondary school levels (3 years experience)
  - Internet Web designs (PHP-MYSQL- HTML-FLASH-PHOTOSHOP- java script)
  - Very good knowledge in SQL, Oracle Database administration and application server.
  - Excellent knowledge in MS office programs (PowerPoint – Excel – Access – Word).
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### **Education**

#### Primary Education:

- Karen JEPPE Armenian secondary school
- Scientific branch Syrian State Baccalaureate obtained : 1998

#### Higher Education:

- ***Informatics Engineering: Network and system analyzing*** (University of Aleppo)  
Graduation year : 2004
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### **General Courses**

- LOMA 290 Insurance Company Operations.
- LOMA 280 Principles of Insurance: (Life, Health and Annuities.
- Ethical Leadership

- AIG Life and Retirement Services Complex Structured Finance Transaction (CSFT)
  - Information Handling & Information Security.
  - PC maintenance (40 Hours course / Syrian Computer Society)
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### **Previous Projects**

- Virtual University website (designing, programming and administrating)  
By using PHP-MYSQL database.

#### Website Services:

- Online Registration and automated payments methods
- Online Support (by using chatting systems)
- Virtual Library (downloading e-books by using searching methods)
- Online examination services
- Shipping company website (www.magshipping.com)

#### Website Services:

- Tracking systems that allow customers to inquire about their shipments online.
  - General inquiries and retrieving data from an SQL database by using PHP codes.
  - General information, news and photo galleries by using flash and java script.
  - Customer services (contact us / online rates).
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### **Spoken Languages**

- Arabic: (reading – writing – oral expression )      fluent
  - Armenian: (reading – writing – oral expression )      fluent
  - English: (reading – writing – oral expression )      excellent
  - French: (reading – writing – oral expression )      basic
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### **Personal characteristics**

- Self-motivated, creative, organized, adaptable, proactive and disciplined worker.
  - Ability to work in large teams and under pressure.
  - Good presentation and negotiation skills.
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- Reference available upon request