

# Zainab Al Dawood

## Key Account Manager

**Address** Saudi Arabia

**Phone** 0506826045

**E-mail** zaald.zd@gmail.com

To obtain a challenging and rewarding position in administration field in a well-known and growth oriented organization that will allow individual growth in a fast-paced, challenging environment.



## EXPERIENCE

- ◆ **Apr 2019 - present** **Key Account Manager**  
**AXA Cooperative Insurance Co.**
  - Retain top customers and nurture those key relationship over time
  - Strategic partner and advisor to the client
  - Discovering new opportunities to work together for mutual benefit
- ◆ **Oct 2015 - Mar 2019** **Clients Relationships Executive**  
**AXA Cooperative Insurance Co.**
  - Attending carriers meetings and participated in negotiations process
  - Handling phone calls and emails inquiries from internal and external parties
  - Involved in all lines of business
  - Handling the accounts from beginning till the policy issued and keep following up the running policy
  - Selling various types of insurance policies including fire, medical, property, marine and motor
  - Ensure that policy requirements are fulfilled
  - Calculate premiums and establish payment methods
  - Seek out new clients
  - Exporting lists and underwriting reports from the system
  - Writing SME quotes and negotiating the terms with Brokers and Clients
- ◆ **Dec 2009 - Sep 2015** **Medical Support Assistant**  
**AXA Cooperative Insurance Co.**
  - Perform administrative duties including filing the necessary paper work
  - Managing new policies of clients and their renewal
  - Creating underwriter reports on daily basis and communicate the missing information to team leaders
  - Handling phone calls and emails inquiries from internal and external parties
  - Invoices reconciliation
  - Sharing statement of account on regular basis with Brokers and Direct Clients



## EDUCATION

- ◆ **Sep 2006** **Bachelor Degree of Management Business of Administrative (MBA), KSU Riyadh**  
Courses taken included:
  - MIS
  - Operations planning and controlling
  - International business
  - Business communication
  - Economics of Money and Banks
  - Commercial Law
  - Organizational Behavior

- ◆ 2018 **Design Thinking Workshop, Bahrain**
- ◆ 2014 **IFCE, Riyadh**  
Insurance Foundation Certificate Examination (IFCE)
- ◆ 2012 **Redefining Sales @AXA Program, Dubai**
- ◆ 2009 **AXA Cooperative Insurance Company, eLearning System**
  - Producing Great Leaders course (certified)
  - AML Training Program (certified)
  - Driving Customers Experience (certified)
  - Think Blue Knowledge (certified)
  - 10 Habits of Successful Change Communication (certified)
- ◆ 2007 **eCommerce Projects Company**
  - Professional Marketing & Sales (certified)
  - Closing of sales (certified)
  - Electronic Marketing (certified)



## SKILLS

- ◆ Communication skills
- ◆ Relationships builder
- ◆ Work ethics
- ◆ Excellent ability to use Microsoft Office
- ◆ Problems Resolving
- ◆ Self-Motivated
- ◆ Reliable
- ◆ Eager & willing to add new challenges and knowledge