

# MUSTAFA FAWZY AYASH

Riyadh, KSA

+966502210636 | callmustafa@hotmail.com

[in https://www.linkedin.com/in/mustafa-ayash-873968212?  
utm\\_source=share&utm\\_campaign=share\\_via&utm\\_content=profile&utm\\_medium=android\\_app](https://www.linkedin.com/in/mustafa-ayash-873968212?utm_source=share&utm_campaign=share_via&utm_content=profile&utm_medium=android_app)

Dear Hiring Manager,

I am writing to express my interest in exploring employment opportunities within your esteemed organization. With a Bachelor of Science in English Literature from Pune University, India, and over 25 years of extensive experience in the insurance industry, I am eager to contribute my skills and knowledge to a dynamic team.

In my most recent role as an Insurance Consultant at Al Yamama Insurance Broker Company, I developed a strong ability to assess client needs and deliver customized insurance solutions. My prior experience as the Manager of Customer Relations at Tawuniya Insurance Company allowed me to refine my interpersonal skills, enabling me to build and maintain effective relationships with clients while efficiently addressing their inquiries and concerns.

I hold an IFCE Certificate and have completed several relevant training courses, including the Risk Survey Course, Public and Product Liability Course, and Personal Accident Course. Additionally, my participation in the Employment Rate Evaluation Initiative for Technical and Vocational Training Programs has provided me with valuable insights into workforce development and training.

I am enthusiastic about the possibility of working in an environment that values collaboration, innovation, and client satisfaction. My strong communication skills, combined with my ability to work well in dynamic settings, position me to make a meaningful contribution to any team.

I welcome the opportunity to discuss how my background and experiences align with the goals of your organization. Thank you for considering my application. I look forward to the possibility of contributing to your team's success.

Sincerely,  
Mustafa Fawzy Ayash

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## Objective

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Highly experienced Insurance Consultant and Customer Relations Manager with a proven track record in sales, client retention, and policy analysis across various insurance sectors. Skilled in managing customer relations, driving revenue growth, and leading teams to deliver exceptional service. With additional expertise as a Service Workshop Foreman in the automotive industry, I bring strong leadership, technical knowledge, and problem-solving skills to any role. Seeking to leverage my diverse experience to contribute to a dynamic organization, ensuring customer satisfaction and operational excellence.

## Experience

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- **Al Yamama Insurance Broker Company.** 2021 - Current  
Insurance Consultant
  - Provided expert advice to clients on various insurance policies, tailoring solutions based on individual needs.
  - Assisted clients in selecting appropriate insurance plans, including auto, health, and property insurance.
  - Conducted thorough policy reviews to ensure clients received optimal coverage.
  - Managed relationships with insurance carriers to resolve claims and policy inquiries efficiently.
  - Consistently achieved or exceeded monthly sales targets, increasing client retention by 15%.
- **TAWUNIA Insurance Company.** 2004 - 2018  
Manager Customer Relations.
  - Led a customer relations team in delivering high-quality service to clients, focusing on satisfaction and retention.
  - Resolved complex client issues and claims through effective communication and problem-solving.
  - Developed and implemented customer service strategies to improve response times by 20%.
  - Collaborated with sales and marketing teams to align customer relationship initiatives with business goals.
  - Trained and mentored staff on best practices for customer engagement and retention.
- **Saudi Insurance Mithaq** 2002 - 2004  
Sales Rep
  - Generated leads and built relationships with prospective clients to promote insurance products.
  - Consistently exceeded monthly sales goals, achieving a 25% increase in revenue within six months.
  - Maintained accurate records of client interactions and policy agreements in CRM systems.
  - Managed client portfolios, ensuring timely renewals and cross-selling additional insurance products.
- **Naghi Motors Comp - BMW Agency** 1995 - 1997  
Service Workshop Forman
  - Supervised a team of technicians in performing vehicle diagnostics, repairs, and routine maintenance.
  - Ensured that all service work met the highest standards of quality and adhered to safety regulations.
  - Coordinated with the parts department to ensure timely availability of necessary components.
  - Managed workshop schedules to optimize efficiency, reducing service wait times by 15%.
  - Provided technical support to staff and ensured customer satisfaction by addressing service concerns promptly.

## Education

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- **India International Trade Center.** 1996  
Diploma in Airlines Travel and Tourism Management.
- **Pune University, India** 1995  
Bachelor of Science in English Literature.

## Administrative And Leadership Skills.

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- Advanced Communication and Interpersonal Skills.
- Leadership in Team Development and Motivation.
- Strategic Vision and Execution.
- Data-Driven Decision Making.
- Conflict Mediation and Resolution.
- Emotional Intelligence and Empathy in Leadership.
- Complex Problem-Solving and Critical Thinking.
- Visionary Leadership with Strategic Foresight.
- Influence, Persuasion, and Negotiation.
- Risk and Crisis Management.
- Goal-Oriented Leadership with Measurable Outcomes.

## Hardcore Skills

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- Insurance Consulting.
- Customer Relations Management (CRM).
- Sales & Client Acquisition.
- Insurance Policy Analysis.
- Risk Assessment.
- Claims Management.
- Customer Retention Strategies.
- Problem Solving & Conflict Resolution.
- Cross-selling & Upselling.
- Service Quality Assurance.
- Communication & Negotiation Skills.
- Policy Renewals & Maintenance.

## Certifications & Courses

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- Certificate of Appreciation – Workshop on Identifying Skills for the Role of Insurance Marketer | 2004
- Certificate of Recognition – Al-Tawuniya Company for Contribution .
- Presentation Skills Course | 2011
- IFCE Certificate – The Institute of Banking | 2011
- Certificate of Achievement – The 7 Habits of Highly Effective People | 2005
- Tawuniya Product Knowledge Course | 2011
- Saudi Insurance Regulation Course | 2005
- Introduction to Insurance Course | 2005
- Risk Management Course | 2005
- Insurance Principles and Insurance Contract Course | 2005
- Risk Survey Course | 2005
- Public and Product Liability Course | 2005
- Personal Accident Course | 2005
- Motor Insurance Course (Private and Commercial) | 2005
- Property (Fire) Course | 2005
- Medical Individual Insurance Course | 2005
- Certificate of Appreciation – Sales Professionals Society.
- Business Sales Sector Course | 2011
- Participation in Employment Rate Evaluation Initiative – Technical and Vocational Training Programs.
- Cold Calling Techniques Course | 2005

## Languages

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- Arabic: Fluent.
- English: Expert.
- Hindi language : Medium