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Core Competencies

IT & Projects Management

Team Building & Management

Excellent Communication

Strategic Thinking

Education

Bachelor of Business Administration in Business Computing (With Distinction)
(Hariri Canadian University, Beirut, 2003)

French Baccalaureate in Mathematics
(Grand Lycée Franco-Libanais, Beirut, 1999)

Hussein Saadé

IT Professional || Digital Transformation & Automation Strategist || Technology Enthusiast

Summary

Visionary and goal-oriented Senior Executive with demonstrated experience in planning, developing and implementing innovative digital solutions to address business opportunities across the Middle East.

Professional Experience

Executive Director – IT & Business Support
AMAN Insurance – Dubai, United Arab Emirates
May 2016 – July 2019

Reporting to the CEO – I was responsible for digitizing and improving business processes.

♦ Launched a company-wide improvement project to diagnose weaknesses and/or process inefficiencies, and came up with solutions where technology and automation are the key contributors. Projects include:
  o Claim Centralization.
  o Workflow System to manage Non-Motor Quotations.
  o Rebuilding the Motor Portal and addition of new services such as "Vehicle & Driver Search".
  o Online Claim Notification System / Workflow.
♦ Built a Business Intelligence dashboard for online management reporting and quick decision-making.
♦ Managed IT Projects.
♦ Forged strategic alliances with Gap Cord, "Yalla Compare" and "Souqalmal".

Senior Operations & IT Manager
SALAMA Insurance – Dubai, United Arab Emirates
October 2013 – March 2016

Reporting to the GM – I managed the IT, Customer Service and Operations divisions.

♦ Developed and implemented an effective Customer service workflow to enhance and automate the customer experience.
♦ Designed and implemented a complete Motor Claims process to streamline operational effectiveness of the department, reduce lag times and monitor/control resources. The result was reduced and monitored TAT per Claim Type.
♦ Tested and delivered a multi-vendor Web Portal, integrated with back-end systems, for business partners to book new business.

♦ Managed the implementation of Support Systems such as Document Management and Customer Relation Management.
♦ Product Development: setting up all the operational processes along with documentation, training, systems, and marketing materials.
♦ Drafted the Underwriting Guidelines for the Motor Department and systemized each and every process and business rule.
♦ Enterprise Risk Management: drafted Policies & Procedures for Customer Service, IT, Claims Management and Document Retention.

Head of IT
Takaful Emarat – Dubai, United Arab Emirates
April 2012 – October 2013

Reporting to the CEO – I was hired to build the IT team, Infrastructure and Systems, and implement technology solutions that cater for business requirements.

♦ Designed and implemented a $500K Infrastructure Project, scaled for business growth and increased demand, properly secured and powered with redundancy. The systems also enabled third parties to interact with the business.
♦ Recruited and trained systems engineers and DBAs.
♦ Worked closely with all heads of departments to enhance system functionality and reporting.
♦ Drafted all IT policies.
♦ Managed/built IT support systems such as CRM, Sales Compensation, HR and Claims Management.

Regional IT Manager
ACE Life Insurance – Dubai / Cairo
March 2007 – March 2012

♦ Managed the IT System setup in the Middle East: an ongoing project that involved Gap Analysis, Business Specs Documents and Sign-offs, System Integration & Testing (in China), and implementation in two countries with fundamentally different requirements. The project required in-depth knowledge of business requirements to be mapped to the system functionality.
♦ Managed the project's implementation of the Group Medical System.
♦ IT Management: reporting, budgeting for the Middle East, coaching/managing 6 IT staff (programmers and IT Support).

IT Manager
Medgulf Insurance & Reinsurance – Manama, Bahrain
January 2006 – October 2006

Assistance Project Manager / Software Developer
Medgulf Insurance & Reinsurance – Beirut, Lebanon
June 2003 – December 2005