

ARIES CABALLERO

TECHNICAL EXECUTIVE | INSURANCE ADVISOR



CONTACT

+63 919 403 4634

31caballeroaries@gmail.com

Pandi, Bulacan

SKILLS

- Motor Insurance Operations (New Business, Renewals & Servicing)
- Policy Issuance, Endorsements & Cancellations
- Sales, Lead Conversion & Customer Retention
- Quotation Preparation, Risk Assessment & Underwriting Support
- CRM & Customer Documentation (KYC)
- Regulatory Compliance & Insurance Guidelines
- Claims & After-Sales Support
- Billing Analysis & Dispute Resolution
- KPI, SLA, CSAT & Quality Performance
- High-Volume Case Handling & TAT Management
- MS Excel, Word, Outlook & Case Management Systems
- Time Management, Multitasking & Problem Solving



PROFILE

Motor Insurance with 8+ years of combined experience across telecommunications billing, UAE motor insurance sales, and insurance operations. Proven expertise in motor insurance quotations, policy issuance, renewals, endorsements, cancellations, underwriting support, CRM management, and regulatory compliance. Strong background in customer service, billing accuracy, sales conversion, and after-sales support. Quality standards in high-volume environments. Adept at coordinating with sales, underwriting, and claims teams to ensure efficient policy lifecycle management and excellent customer experience.



WORK EXPERIENCE

Al Nabooda Insurance Broker | Dubai, UAE

Motor Insurance Technical Officer

MAY 2023 – DECEMBER 2025

- Managed and maintained CRM systems, ensuring accuracy of client data, policy details, and transaction records.
- Verified and validated motor insurance documentation, including Emirates ID, driving license, vehicle registration, and insurance history.
- Conducted risk assessment and technical evaluation of client profiles, recommending appropriate coverage and premium options in line with underwriting guidelines.
- Ensured strict adherence to company procedures and Insurance Authority regulations throughout policy issuance and servicing.
- Provided technical after-sales support for endorsements, renewals, cancellations, and claims-related inquiries, ensuring timely and compliant resolution.

Hala Insurance | Dubai, UAE

Motor Insurance Sales Representative

APRIL 2022 – MARCH 2023

- Built and maintained strong relationships with prospective and existing clients.
- Identified customer needs and recommended suitable insurance products.
- Negotiated pricing, terms, and prepared sales agreements.
- Consistently delivered customer-focused service to achieve satisfaction and retention.

TOOLS & SYSTEMS

- CRM Systems (Insurance & BPO)
- Insurance Portals & Quotation Platforms
- Underwriting & Policy Administration Systems
- Call Center Systems (Billing & Sales)
- Microsoft Excel, Word, Outlook
- Email & Case Management Tools

KEY STRENGTHS

- End-to-end insurance policy lifecycle management
- Strong knowledge of UAE motor insurance processes
- High attention to detail and data accuracy
- Customer-focused with sales and retention mindset
- Reliable team player with independent task ownership
- Able to meet KPIs, SLAs, and tight deadlines in high-volume environments

LANGUAGES

- English (Fluent)
- Tagalog (Fluent)

REFERENCE

Rhose Fabian

Al Nabooda Insurance Brokerage
Team Manager Technical Team
Phone: +971 56 755 4038
Email: Rose@anib.com

Anthony Lumagbas

Insurance Market AE
Insurance advisor (Corporate
Department)
Phone: +971 54 575 8222
Email: magiboy06@gmail.com

RSA Insurance | Dubai, UAE

Insurance Advisor (Motor, Travel & Home)

NOVEMBER 2020 – APRIL 2022

- Prospected and qualified new sales leads across multiple insurance lines.
- Explained policy coverage, terms, and conditions clearly to clients.
- Assessed customer risk and supported underwriting decisions.
- Processed payments and assisted clients through policy issuance and inquiries.

Souqalmal Dubai UAE

Motor Insurance Sales Representative

MAY 2018 – JANUARY 2020

- Handled motor insurance sales for UAE customers, managing inbound and outbound leads via online platforms.
- Prepared and compared motor insurance quotations from multiple insurers to recommend suitable coverage and premiums.
- Explained policy terms, coverage, exclusions, and deductibles clearly to support informed customer decisions.
- Coordinated with insurers and internal teams to ensure timely policy issuance and renewals.
- Achieved sales and conversion targets while maintaining strong customer experience and compliance standards.
- Updated customer records, quotations, and policy details accurately in CRM systems.

Alorica Philippines

Billing Specialist

OCTOBER 2017 – MAY 2018

- Handled inbound customer inquiries related to telecommunications billing, charges, adjustments, and payment disputes.
- Clearly explained telephone bills, usage details, fees, and promotions to customers.
- Assisted customers with postpaid plan sales, upgrades, add-ons, and new activations, contributing to revenue and retention goals.
- Resolved billing concerns accurately while maintaining strong customer satisfaction (CSAT) and quality scores.
- Documented customer interactions and account updates in CRM systems in compliance with company standards.
- Met daily KPIs, quality metrics, and compliance requirements in a high-volume call center environment.

EDUCATION



STI College Balagtas

2013-2015

Bachelor of Science in Information Technology (BSIT)
2nd Level