

# RESUME

## Personal Data

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Date of Birth:	24 June, 1975
Sex:	Male
Proficiency In Languages/Dialects:	Fluent in English, Bahasa Malaysia, Mandarin and Cantonese
Marital Status:	Married with 2 Children
Health:	Excellent
Height:	1.81 m
Weight:	76 kg

## Objective

I'm seeking a career in a more challenging, rewarding & diverse environment. The ideal role would be one which is full of creative opportunities for growth and advancement. I'm eager to utilize my strong work ethic, education, and expertise in area of Marketing, Management and Technical Know-How that could bring the company to another level.

## Education

**Diploma in Malaysian Insurance Institute** – Completed four out of five subjects.  
**Bachelor of Business Administration** emphasis in management from University of Central Oklahoma – Summer 1996 to Fall 1997  
- Dean's Honor Roll Candidate (Fall'96, Spring'97, Fall'97)  
**Diploma of University of Upper Iowa** from Petaling Jaya Community College, Selangor – January 1995 to April 1996  
**Advance Level** from Sunway College, Subang – March 1993 to May 1994

## **Certificates Achieved**

**Malaysian Insurance Institute** – Attended 3 days (20-22 May 2014) training in **Understanding of Oil & Gas Policies/Contracts and Insurance Implications**, Related Risk Management Process.

**Swiss Re Academy** – Attended 5 days training in Property & Casualty Insurance Management Simulation in Hong Kong (24-28 June 2013). Contents of the course includes Capital Management, Solvency II, Insurance Capital and economic development, Financial Management, General Strategy Development.

**ASEAN Insurance Training Programme** on Comprehensive Course In General Insurance (Part 1) July 2002.

**ASEAN Insurance Training Programme** on Comprehensive Course In General Insurance (Part 2) August 2002.

**Basic Course In Marine Cargo Claims Handling & Loss Assessment**, Jun 2003

**ISO 9001:2000 Awareness Training**, March 2002

**ISO 9001:2000 Internal Quality Auditing**, September 2002

**ISO 9001:2000 Internal Quality Auditing**, September 2003

**Peak Performance and Success Skills**, November 2003

**Enhancing Team Competency Through EQ**, October 2000

**Increase Market Share Through Personal Selling Skills and Customer Service Excellence**, May 2001

**Insuring Excellence Through Paradigm Shift**, September 2001

## **Computer Skills**

Microsoft Excel, Microsoft Word, Microsoft Power Point

## **Activity Accomplishment**

Sports Club President for Tune Insurance Malaysia Berhad (2013 till now)

Sports Club President for MUI Continental Insurance Berhad (2011)

Sports Club President for Anika Insurance Brokers Sdn Bhd (2003)

Committee for Sports Club of Anika Insurance Brokers Sdn Bhd (2001-2002)

Member of Management Club, UCO (1996-1997)

Member of Finance Club, UCO 1997

Member of Malaysian Student Association, UCO (1996-1997) – participated in Malaysian Nite 1997, International Nite 1996 and 1997, Talent Show

Member of Alumni, UCO 1997

Participated in UCO Intramural Volleyball Open (Champion), Fall 1997

President of Sports Club, Petaling Jaya Community College (1995)

President of Fellowship Club, Petaling Jaya Community College (1995)

## **Work Experience**

**February '98 to March 2000 - Executive, Saltini Corporation Sdn. Bhd, More than a year.**

Handling general insurance matters including claims.

**Accomplishments:** Started learning insurance and some of the coverage.

**April 2000 to Nov 2004 - Assistant Manager, Anika Insurance Brokers Sdn Bhd, Four (4) and the half years.**

Joined as Junior Executive and promoted every year to Assistant Manager Broking in four (4) years.

During the four (4) and the half years period, I was assigned to handle various types of accounts i.e. residential, corporate, retail, infrastructure and industrial risks. This includes preparing the placement slips, advice on insurance coverage, comparisons of cover, placement of the accounts in the direct and reinsurance market and also provide claims service.

**Accomplishments:** Developed the confidence, experience, skills and insurance knowledge to handle clients.

**Nov 2004 to Mac 2008 - Assistant Manager (Head of Broking), Jerneh Insurance Bhd, Three (3) and the half years**

Joined as an Assistant Manager – Handled three (3) portfolios i.e. Head of Group (Kuok Group), Corporate Direct and Broking.

In charge of all Kuok Group of Companies' i.e. Shangri-La, Federal Flour Malaysia, Perlis Plantation Bhd, Golden Screen Cinema, PPB Hartabina Sdn Bhd, etc insurance in Malaysia and provide assistance in insurance matters for Kuok Indonesia. Also, takes care of direct corporate clients (Midvalley Megamall, Gleneagles Hospitals, Country Heights, etc) and servicing brokers at the same time.

Transferred to concentrate fully on Broking Department as an Assistant Manager (Head of Broking).

In charge of servicing brokers and required to go through survey reports, prepare quotations, to achieve the allocated sales target and provide claims service. Risks handled include Marine Hull, Contractors All Risks insurance, casualty, property, liability, etc. Exposed to Munich Re and Liberty International Underwriter, Singapore rating calculator in which an extensive and comprehensive database with information on catastrophic areas, types of exposures based on the nature of projects, etc.

**Accomplishments:**

- Achieved assigned budget every year;
- Developed underwriting knowledge;
- Exposed to Treaties i.e. Quota share, Excess of Loss cover, Surplus Treaty, etc,
- Able to conduct survey for smaller accounts;
- Obtain market intelligence;
- Exposed to Multinational accounts from i.e. FM Global, Generali and XL Insurance.

**Apr 2008 to Aug 2008 - Manager, Tokio Marine Insurance Bhd, 4 months**

In charge of servicing brokers and to achieve the assigned sales target and ensure profitability of the department. Conduct pre-acceptance survey eventhough risks are in outstations.

**Accomplishments:**

- Able to achieve half year budget in three (3) months.
- Adapted to the strict compliance environment in which acceptance of risk must abide to the Standing Orders (Referral A and B).

**Aug 2008 to June 2012 - Senior Manager (Head of Broking), MUI Continental Insurance Bhd, Four (4) and the half years until it was acquired by Tokio Marine Insurance Bhd.**

Joined as Senior Manager (Joint Head of Broking) and subsequently promoted to Head of Broking.

In charge of servicing brokers and to achieve the assigned departmental sales target and profit, to go through survey reports and placement slips, underwriting the risks, prepare quotations, product development and assist in claims service. Risks handled are infrastructure, commercial, Mega Projects, Mega industrial risks i.e. Proton Holdings Berhad, Ann Joo Steel Berhad, London Biscuits Berhad, Robin Resources Sdn Bhd, PK Fertilizers Sdn Bhd, Malaysian Flour Mills Sdn Bhd, Maxis Berhad, Midvalley Megamall, etc.

Conduct pre-acceptance survey eventhough risks are in outstations. Surveys conducted include Apex healthcare Bhd, Hup Seng Holdings Bhd, Evergreen Fibreboard Bhd, Kapar Energy Ventures Sdn Bhd, Malaysia Marine & Heavy Engineering (MMHE), which is a huge fabrication yard in Johor Bahru, etc.

**Accomplishments:**

- Achieving annual budget every year;
- A member of the Senior Management Team;
- Exposed more to Treaty i.e Treaty wish list, increase in capacity for certain type of

- risk to be in line with market directions. Attended Swiss Re P&C Insurance Management Simulation training in Hong Kong for 5 days;
- Able to underwrite Group Hospital & Surgical and conducted presentation to The Zon Group of Companies, etc;
- Developed knowledge in product development i.e. Designed and completed the UTAR Kampar Hospital & Surgical Insurance in few week time;
- Conduct many pre-acceptance surveys for mega risks;
- Travel and service brokers in outstations i.e. Penang, Johor Bahru, Ipoh, etc.
- Able to conduct training in products knowledge.
- Handled the Malaysian Institute of Accountants (MIA) Professional Indemnity Scheme.

**June 2012 to Present - General Manager (Head of Broking), Tune Insurance Malaysia Berhad (Formerly known as Oriental Assurance Capital Berhad)**

In charge of servicing brokers nationwide and also involved in Senior Management activities i.e. management meeting, offsite meetings, brainstorming, product development, etc.

**Accomplishments:**

- Attended 3 days (20-22 May 2014) training in Understanding of Oil & Gas Policies/Contracts and Insurance Implications, Related Risk Management Process.
- Part of the integration team of Tune Insurance Malaysia Bhd (TIMB) and Oriental Capital Assurance Bhd (OCA);
- Part of the team that successfully transform the Company from an underperforming and loss making Company to a profitable Company;
- A member of the Senior Management Team;
- Involve in the Name Change Event at The Roof, Lot 10 from OCA to TIMB;
- Exposed more to Treaty i.e Treaty wish list, increase in capacity for certain type of risk to be in line with market directions. Attended Swiss Re P&C Insurance Management Simulation training in Hong Kong for 5 days;
- Able to underwrite Group Hospital & Surgical and conducted presentation to The Zon Group of Companies, etc;
- Conduct many pre-acceptance surveys for mega risks;
- Travel and service brokers in outstations i.e. Penang, Johor Bahru, Ipoh, etc.
- Conducted training for brokers. Able to conduct training in most classes of insurance;
- Handled all reinsurance negotiations, developed proposal forms for the Malaysian Institute of Accountants (MIA) Professional Indemnity Scheme.

### **Strength**

- Highly committed to work, accountable and responsible to all duties assigned;
- Dynamic, self-motivated, result oriented, good communication and writing skills and a Team Player;
- Technically sound and very experience in running most of the Marketing departments in an insurance company i.e. Group, Broking and Direct Corporate;
- Also familiar with Agency fraternity since it is regularly discussed in management meeting;
- All departments handled in previous companies have always been the top three (3) most profitable departments;
- Exposed to Treaty arrangement and negotiations and could contribute in improving the treaty wherever possible. Able to arrange Marine Offshore Equipment, Comprehensive General Liability and Oil & Gas Treaty;
- Able to conduct training and presentation for Employee Benefits, Miscellaneous and Property classes;
- With the experience in handling Broking and Corporate Direct, will not have any problems in client management, proposals preparation, claims management, etc;
- Able to conduct timely pre-acceptance survey and by doing that, it will provide better understanding of the risks;
- Able to coach and guide the subordinates;

### **Trainings Attended In Overseas**

- Swiss Re P&C Insurance Management Simulation training in Hong Kong from 24-28 June 2013.
- Liberty International Underwriters (LIU) – Attended a 3 days oil & gas training in Singapore in 2006.
- SCOR Re – Attended a 3 days training in Reinsurance in Paris, France in June 2015.

### **Extracurricular Activities**

Volleyball, Cycling, Badminton, and Gym.