

24th September 2014

RE: Regional Manager

Dear Nicholas or Carleton Recruiting Manager,

I am an Insurance Professional which has more than 25 years of experience in the insurance corporate world working through rank and file of various capacities of positions.

My pleasure to share with you that I have been working in this field for over two decades and still very enthusiastic for new challenges that will provide me with the opportunity to further develop my insurance profession career.

I am pleased to enclose my CV for your perusal and would very much enjoy having the opportunity to talk with you further to discuss the requirements and expectations of the position.

Please take some time to read my CV attached here with and I would be delighted to have a chat with you again.

Once again, thank you for sharing with me on this Regional Manager career opportunity and I wish you every success in your head hunters search.

Lastly ,I hereby authorize you handling of my personal details as per "Malaysian Law on Personal Data Protection Act".

Yours sincerely,

Signed

Lilian Voon.

CURICULUM VITAE

NAME LILIAN VOON

ADDRESS 4090 TAMAN EASTERN, LRG 2, JALAN TIMUR, TAWAU, SABAH, MALAYSIA

EMAIL ADDRESS lilian_voon@my.msg-asia.com (office)

lilianvoon@hotmail.com (private)

MOBILE : 012-8138809

OBJECTIVE

To become an integral part of a Company that provides the Highest Standards of Customer Service

and Administration, one that requires a professional to further develop and manage their Clientele. My desire is to work in an Organization that believes in team spirit, Customer Focus, Integrity, Excellence, and Professionalism.

JOB ACHIEVEMENTS

Delivered growth and profitable underwriting results to the company using prudent underwriting and risk assessment skills. Achieved business excellence through optimum operation efficiency, and best practice approaches to customers.

SKILL COMPETENCIES

- Good presentation and communication skills, written & spoken
- Good interpersonal and people management skills.
- Pro-activeness in job responsibilities.
- Thorough hands-on involvement in key projects and departmental tasks/activities
- Focus on Customers.
- Good business focus and acumen.
- Competent networking and influencing skills.
- Competent judgments & decision making skills.
- Good Underwriting skills.

EDUCATION

Senior Associate from the Institute (ANZIIF) and Member of the ANZIIF CIP.

Tertiary education

Bachelor of Arts major in Economics and Administration, from University of Winnipeg, Manitoba, Canada.

PREVIOUS PROFESSIONAL EXPERIENCES

- QBE Insurance Malaysia (9 years). Officer in charge.
Handling of branch administration in a small team environment consisting of 2 people.
- Allianz Insurance Malaysia (5 years). Admin & Technical Officer.
Supporting the branch Manager on branch Administration, underwriting and claims with a team of 8 people.
- CGU & Aviva Insurance Malaysia (3 years). Account Manager.

Manage operations of the branch, ensuring planned result and objectives of the branch are achieved.

CURRENT CAREER PROGRESSION

MSIG Insurance –Tawau- Malaysia, **September 2012- Present.**

As Business Unit Head (Tawau Branch) 12 years +.

KEY RESPONSIBILITY

- Assist Regional Head / Manager in achieving Business Plan of Branch/Business Unit.
- Ensure profitable growth on target business portfolio to achieve Br/BU/Company goals.
- Ensure efficient implementation and full compliance of company policies, regulatory laws, guidelines and requirements including credit control.
- Ensure integrity, image and company leadership position in region.
- Motivate subordinates for high quality professional services and delivery and assists in developing skills of subordinates and creates proactive team.
- Develop close business relationship with intermediaries and customers to ensure Company's preferred status.
- Conduct risk survey as required by guidelines.
- Oversee the Underwriting of Branch / Business Unit.
- Ensure all auditable documents are properly secured and returned/filed after use.

RECENT ACHIEVEMENTS

- Achieved business plan in GWP, COR and Business Mix targets at the BU.
- Achieved and comply with Company's credit control policy, regulatory policy and other specific policies.
- Achieved customer service standard and effective management of feedbacks.
- Achieved targets on operational efficiency and effectiveness of business activities.
- Achieved 2013 Sales Campaign for Go Australia Trip.

PROGRAMES USED & USING

- Microsoft outlook for external and internal email.
- P400 system for processing insurance and claims document, enquiry and analysis of various reports.
- General Insurance Link in short called "GenLink", web based system to approve and monitor

intermediary's proposal and application.

- Web based portal "Atrium" to read company's circulars and policies, financial reports, standard operating manuals, and storage of stationery for all application forms.
- Web based MI (Management Information) system for branch performance report.

RELEVANT INFORMATIONS

- **MULTILINGUAL:** Speak fluent English, Bahasa Malay and Chinese
- **EXPECTED SALARY:** Open for Discussion
- **AVAILABILITY:** After 2 months of resignation notice to employer.
- **AVAILABLE FOR INTERVIEW:** Anytime.