

Curriculum vitae

Chan Chee How (Darren)

OBJECTIVES:

- To achieve company's common goals by working together with people by exchanging knowledge, experience, interest and skills.
- To be the best on all situations.
- To contribute my knowledge, experience & abilities to the society.

WORKING EXPERIENCES

Company : Berjaya Sompo Insurance Berhad

Position : Senior Manager

Date Joined 2 Jul 2007

Department: Global Business Department

Job Scope:

Financial and Business Development:

- 2014 Annual Financial Achievement: RM15 Million (Individual); RM21 Million (Team)
- To plan, implement and drive corporate business development (BD) and acquisition.
- To monitor and report business development strategy progress monthly basis to HOD to ensure team achieve the financial target.
- To develop business network with affiliated global partners to grow fronting and global program business via consistent conference meeting, attend global meeting in Japan, Hong Kong and Singapore.
- Strengthen relationship with international and local insurance brokers. Works very closely with Marsh Broker, Aon Broker and local brokers on Trade Credit Insurance (TCI). Liaise with Willis Broker, Aon Broker, Marsh Broker, JLT Broker and others on Global Insurance Program.
- Partner with Generali Hong Kong to support their global corporate clients in Malaysia.
- To provide consultation on all classes of insurance including Fire, Fire Consequential Loss, Industrial All Risks, Large Special Risks, Machinery Breakdown, Project Insurance, Marine Insurance, Trade Credit Insurance (TCI), Professional Indemnity (PI), Accident and Health Program (A&H), Product Liability and others related to SME and MNC.
- Have the ownership on Trade Credit Insurance (TCI) to promote TCI within the company and branches to increase the company marketers (Agency & Broking Department, especially GBD Department) interest in promoting and sell TCI to agents, Broker and Corporation.
- To organize seminars - invites companies and business partners to attend seminar on TCI, PI, A&H Products and Business Continuity Plan (BCP).

After Sales:

- To provide talk and seminar to corporate clients on Risk Management, Road Safety and Product Training.
- To arrange Risk Management service, in example, Loss Prevention Survey, Thermography Survey and Logistic Loss Control Survey to corporate clients with HQ and Regional Office.
- Conduct and prepare Fire Rating Report for Special Rating and below risks/ properties.

Job Scope (Con't):

Official Administration and Operation:

- To assist HOD on administrative and human resource issues within the department.
- To arrange reinsurance support with reinsurer.
- To obtain approval from Scheme Manager (PIAM) for LSR status.
- To monitor and ensure underwriting operation and claim progress in example, policy issuance and claims effectiveness/efficiency.
- To manage department expenses and ensure department annual expenses are within budget.
- To monitor and provide guidance to Marketing Support Unit by creating an innovative operation flow, IT system and Microsoft Office to assist in daily job.
- To ensure that the Company's and department businesses are comply with the Insurance Act 1996 and AML Act, Counter Financing of Terrorism Act, Insurance Tariff Regulations, all guidelines and circulars issued by Bank Negara Malaysia, and all relevant laws and rules.
- To submit monthly monitoring/control report to HOD on aging, claim, renewal, new prospect progress, CBC and year end policy adjustment.
- Any other duties as assigned.

Achievements

i) Financial (Highlight):

- 2014 Annual Total Financial Achievement: RM21Million (Team); RM14 Million (Individual);
- 2014 Financial Year, achieved team sales at RM4.8million new premium/business.
- Trade Credit Insurance (TCI) portfolio grow 50% every year for the past 3 years. 2014 Financial Year closed at RM1.2million. 100% renewal on TCI policy.
- Secured one Group Medical Insurance account with GWP RM5million and consistently secure the renewal for 5 consecutive years.
- Managed to recruit corporate clients, in example, Nicom Steel Malaysia (TCI), Canon Marketing Malaysia (all classes of insurance and TCI), Salini Malaysia (Ulu Jerai hydroelectric project – CPM Insurance), Watson (Property) and others.
- Every year achieved annual finance target since 2007.

ii) Non-Financial (Highlight):

- 2009: Attended International School of Sompo Japan training in Tokyo, Japan.
- 2010: Attended Regional Underwriting Meeting in Singapore Regional Office
- 2011: Attended Regional Risk Management meeting in Singapore Regional Office.
- 2012: Attended Regional Underwriting Meeting in Singapore Regional Office
- 2012: Attended Regional Risk Management meeting in Thailand to discuss Logistic Loss Control Survey implementation in ASEAN Region.
- 2012: Attended Sompo Japan Nippon Koa (NKSJ) MBA Program in Singapore from 14 Oct 2012 to 11 Nov 2012 and 16 Feb 2013 to 5 March 2013.

Company : Hong Leong Bank Berhad

Position : Executive

Year : November 2006 to Jun 2007

Department : Customer Service and Quality Management

Job Scope :

- To initiate customer service programs, in example, create complaint/ feedback form, create feedback channel, in example, email, branch office counter/help desk.
- Complaint management – to handle and resolve customer's complaint.
- To monitor and evaluate branches staff productivity on customer service aspect.
- Process re-engineering – to initiate innovation ideas to improve customer experience at branches.

Company : Maybank Berhad

Position : Executive

Year : July 2005 to October 2006

Department : Customer Relationship Management (CRM)

Job Scope :

- Marketing Campaign: to organize Insurance Campaign, Investment Campaign for nationwide by giving away free gift, posters, decoration at branch, advertising, promotion, sales incentive packages to the segmented group.
- Utilize business intelligent tools (oracle) to analyze the database of bank clients to segment targeted pool of customers.
- To visit branches nationwide to promote CRM tools and encourage sales personnel to use CRM tools and system to increase sales.

Company : P. S. Yap & Associates

Position : Audit Trainee

Year : 2004 (6 Months)

Department : Audit and Taxation

Job Scope :

- External Auditing/
- Tax Computation for S&M and Sole Proprietor
- Accounting recording for S&M and Sole Proprietor

Company : Maybank Berhad,

Position : Trainee

Year : 2002 (3 Months)

Department: Taman Putra Branch, Ampang.

Job Scope: Trainee to learn the operation of a bank branch.

PERSONAL PARTICULARS

Name : Chan Chee How (Darren)
Address : No. 20, Jalan Perdana 8/6, Pandan Perdana, Wilayah Persekutuan 55300, Kuala Lumpur.
I.C. No. : 800613-06-5153
Telephone No. : +603- 9286 5887
Mobile No. : +6018-233 5989
Email : cheehow.chan@gmail.com
Date of Birth : 13 Jun 1980
Age : 35 years

EDUCATION

- A. 2005 Bachelor of Accountancy (Honour)
University Putra Malaysia (UPM), Serdang, Selangor, Malaysia
Achieved CGPA of 3.38 (second class upper)
- B. 2004 UBS Certificate of Commerce and Industry
UBS Computerized Accounting, Pass
- C. 1999 2000 Form Six/ A Level
SMK Taman Tasik Ampang, Selangor, Malaysia.
Achieved 2As, 1B, 1C
- D. 1992 1998 High School / O Level
SMK Taman Tasik Ampang, Selangor, Malaysia.
Achieved 11 Aggregate, 5As, 1B and 2Cs
Pass - Certificate of Commerce Studies

AWARDS RECEIVED

A. University Putra Malaysia

1. Faculty of Economics and Management, School of Accounting
- Dean Certificate / Sijil Kepujian Dekan (2001, 2002, 2003)
2. Golden Key International Honour Society
- Recognized as Outstanding Scholastic Achievement and Excellence
3. AIESEC (Local Committee UPM) An International Student Organization.
- Best National Project 2005 (Malaysia)
- Most progressive performance of the year 2005 (Malaysia)
- Deputy Minister of Youth and sports endorsed as Patron for MIRACLE 2005 Project.

B. Community

1. Maybank Berhad
- Scholarship Award (2001 to 2005)
2. OISCA Japan International (An Agricultural and Environmental Care NGO from Japan)
- Volunteer in year 2000, Coordinator of Centre Region (Selangor and KL)

INVOLVEMENT

A. Social and Society

1. 2014 - Speaker for Motivation Camp by SMK Taman Tasik (public high school), Kuala Lumpur
2. 2013 - Speaker for Leadership Development Conference AIESEC, University Putra Malaysia.

B. University Putra Malaysia

1. Organizing Committee President of Malaysian Interactive Cultural Learning Experience Project (MIRACLE) year 2004 and 2005, Student Exchange Program for Netherlands, India, Germany, Italy, Canada, Egypt and Nigeria.
 - Achieved sponsorship for total amount of RM30,000 in monetary and in kind.
 - Built relationship with Ministry of Youth & Sport Malaysia by endorsing MIRACLE Project.
 - Supported by Ministry of Higher Education and Ministry of Education Malaysia.
 - Analyze the operation of environment care process (internal and external), set direction/ goals for the project objective related to current situation.
 - Review and track department performance and handle risk.
2. Vice President of Incoming Exchange, AIESEC in University Putra Malaysia
 - Achieved Sale on International Traineeship Exchange Program - 9 Companies & NGOs.
 - As Sales Department Head (ICX) to promote Exchange Program to local corporation.
 - Establish proper systems for measurement and tracking of operations.

C. OISCA Japan International (NGO)

1. Coordinator of Centre Region (Selangor and Kuala Lumpur)
2. Coordinate, monitor and support Children Forest Program at Centre Region schools.

EXPERIENCES AND SKILLS

A. Training/Presentation

1. Marketing and Sales Talk; Campaign and Products Briefing
2. Coordinator - Global Planning and leadership seminar, at AIESEC Malaysia 2005
3. Speaker - Strategic Planning Workshop, at UPM 2004 (Project Management)
4. Facilitator - National Leadership Development Seminar AIESEC, at UUM 2004
5. Facilitator - Motivation Camp, 2003, AIESEC University Putra Malaysia
6. Speaker/ Facilitator - National Leadership Workshop 2004, Chulalongon University, Bangkok, Thailand

B. Management

1. Project Manager – System Report for Global Business Department
2. Assistant Project Manager - Marketing campaign for Life, General & Education Plan ins.
3. Project Manager - Customer Relationship Executive workshop
4. Project Director - 2 international project, 3 national project and 9 university level projects.

C. Business Development (Marketing and Sales)

1. Managing Portfolio Management
2. Building corporate relationship with prospects.
3. Create sales opportunities & needs via continuous sales and service.
4. Create sales opportunities for retail selling via corporate platform.

D. Others

Communication, Social, Leadership, Coaching, Team Management and more to discover.

HOBBY and INTEREST

- A. Sports (Swimming and Badminton)
- B. Mountain Climbing
- C. Travelling
- D. Coaching

REFEREE

Name : Ms. Rufina Francis

Mobile: +6012-370 0328 / +6010-221 9364

Position: Senior Regional Manager, Facultative Department

Company: Handover Rueck SE Malaysia Branch

Relationship; Ex-colleague. Currently is business partner provides Fac Re capacity.

Name: Mr. Shamsul Murfiz

Telephone No. : +6016-220 6950

Position : Head of Department

Company : Berjaya Sompo Insurance Berhad

Relationship : Immediate Superior