

### **Contact Details**

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### **Career Objectives**

To hold a leadership role overseeing processes, services, operations and/ or technical aspects in a multinational insurance solutions service provider.

### **Education**

May 2015 : **Masters in Business Administration (MBA)**  
Cardiff Metropolitan University

June 2011 : **Diploma of Malaysian Insurance Institute (DMII)**  
Malaysian Insurance Institute, Kuala Lumpur

Dec 2001 : **Certificate in Customer Service**  
Manpower Staffing Sdn Bhd

Aug 2001 : **Basic Certificate in Insurance Loss Adjusting**  
Malaysian Insurance Institute, Kuala Lumpur

1991 - 1996 : **Sijil Pelajaran Malaysia (SPM)**  
**Penilaian Menengah Rendah (PMR)**  
Sekolah Menengah Jalan Cochrane, K. Lumpur

### **Skills/ Attributes**

- Proven leadership capabilities
- Strong business acumen
- Advanced technical knowledge of various classes insurance
- Excellent negotiation and presentation skills
- Passion for statistical analytics and reporting
- Experienced in identifying process gaps and recommending improvement
- Ability to train/ coach internal and external customers
- Customer centric

## **Working Experience**

### **AIG Malaysia Insurance Berhad (f.k.a. Chartis Malaysia Insurance Berhad)**

*Period : Nov 2014 - Present*  
*Role : Team Manager – SEA Specialty Claims*

#### **Main Responsibility**

*Oversight of the processes, operations, management and technical handling of the Specialty Claims teams in Malaysia, Indonesia, Thailand and Vietnam with nine (9) direct reports.*

*Period : July 2012 – Nov 2014*  
*Role : Senior Manager – Head of Liability Claims*

#### **Main Responsibility**

*Oversight of the processes, operations, management and technical handling of the Malaysian Marine, Financial Lines and Liability claims team with a total of five (5) subordinates.*

*Period : February 2011 – July 2012*  
*Role : Manager - Commercial Lines Claims*

#### **Main Responsibility**

*Managing processes and technical handling of the Malaysian Marine claims team with two (2) direct reports.*

### **MCIS ZURICH Insurance Berhad**

*Period : April 2008 – January 2011*  
*Role : Assistant Manager – General Claims (Non-Motor)*

#### **Main Responsibility**

*Managing Property, All Risks, Pecuniary and Miscellaneous Losses claims assisted by two (2) subordinates.*

### **Great Eastern Life Assurance (Malaysia) Berhad**

*Period : August 2007 – March 2008*  
*Role : Claims Investigator*

#### **Main Responsibility**

*Investigation, inquiries and research on Hospitalization & Surgical claims flagged by the Medical Management Team to determine congenital/ pre-existing/ non-disclosed illness/ fraud claims.*

## **GAB Robins (M) Sdn Bhd**

*Period : March 2002 – July 2007*

*Role : Senior Loss Adjuster*

### *Main Responsibility*

*Investigation, assessment and management of various classes of general insurance claims including but not limited to Fire, Theft, Flood, Water Damage, Impact Damage, Engineering, Fidelity Guarantee, Houseowner/ Householder, Money Loss, Goods in Transit on behalf of Insurers.*

*To monitor and manage the project claim portfolio of Malaysia's utility company.*

## **NCR (M) Sdn Bhd**

*Period : October 1998 – March 2002*

*Role : Help Desk Administrator (Team Leader)*

### *Main Responsibility*

*Monitoring health and cash status of off-site ATM machines assigned by banks.*

*Managing center in the absence of Manager.*

## **Projects/ Initiatives**

### **2015**

- *Presented "Fraud Claims in Marine Open Cover" at the AIG APAC Marine Conference*
- *Leader of the Claim Service Improvement goal to identify gaps and improve customer engagement and claims experience*

### **2014**

- *Redesigning the Claims Handling Guidelines for Financial Lines, Casualty and Marine claims*

### **2013**

- *Lead the Commercial Lines Claims process review Project Team to streamline and propose improvement to the current workflow, processes and structure within the division to support business model*
- *Presented "Strategies & Action Plans to SECURE, SUPPORT & RETAIN "profitable" Marine Liability Business" at the AIG APAC Marine Conference.*

### **2012**

- *Designed and implemented the Commercial Lines Claims vendor selection process workflow.*
- *Lead the Vendor Review Project Team, to select suitable service providers in line with business strategy/ requirement.*
- *Coordinated/ planned the AIG APAC Marine Conference with 50 delegates (underwriting and claims) across APAC offices*

**2011**

- *Implement the online claims management system, through a third party service provider, to improve document and vendor management process*

**2009**

- *Design and implementation of the Fast Track and Priority Club Agent's Non-Motor Claims workflow*

**2007**

- *Co-designed medical questionnaires and implemented workflow for the Health & Surgical Investigation Unit*

### **Achievements/ Accomplishments**

**2014**

- *Directed the successful recovery of FAC RI in excess of RM8mil++ in a particular Financial Lines claims.*

**2012**

- *In excess of RM1million saving in Loss Adjusting Expenses*
- *Savings in excess of USD150,000 through the detection of a fraud claim*

**2011**

- *Increased efficiency and improved document management through reduction of paper usage*

**2008**

- *Savings in excess of RM120,000 through the detection of a fraud claim*

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