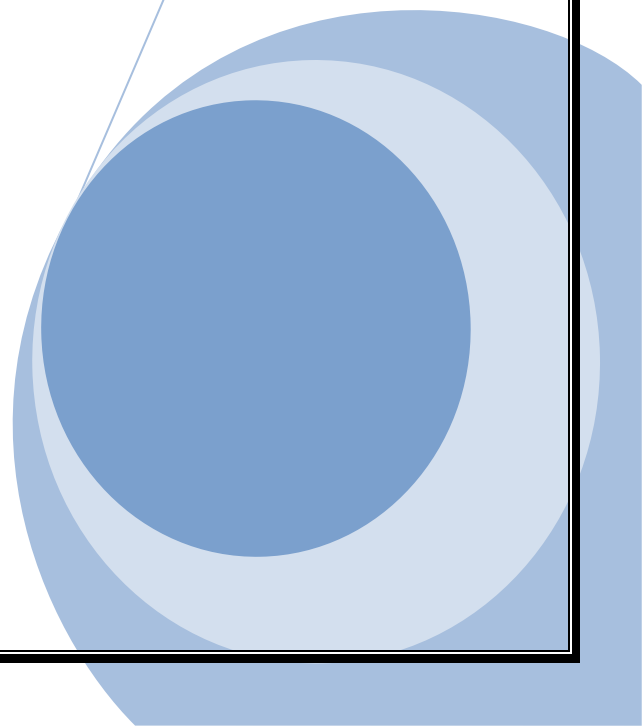
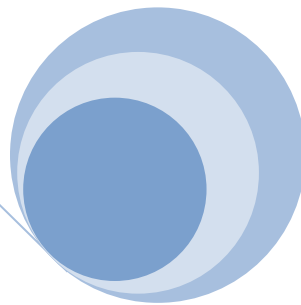
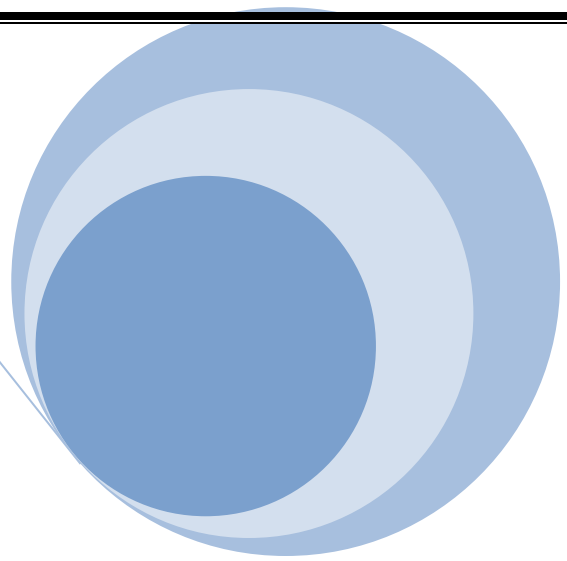


Sree Devi Palani





PERSONAL PARTICULARS

First Name	: Sree Devi
Last Name	: Palani
Age	: 29 years
Date Of Birth	: 23 rd April 1986
Nationality	: Malaysian
Gender	: Female
Marital Status	: Single
Race	: Indian
Religion	: Christian
IC No.	: 860423-14-5026
H/P Number	: + 6 016-2211434
Address	: No. 30, Solok Batu Unjur 5B, Taman Bayu Perdana, 41200 Klang, Selangor, Malaysia.
E-mail	: sree2386@gmail.com

CORE COMPETENCIES

- Ability to communicate at all levels, both technical and non-technical
- Professional, confident mannerisms
- Excellent and effective communication (written and oral)
- Ability to perform well as part of a team under direct supervision
- Strong customer focus with prior experience in a customer service role
- Strong interpersonal skills
- Analytical and diagnostic skills
- Desire to work in a rapidly changing environment
- Demonstrated ability to prioritize tasks and work under pressure.
- Demonstrated ability to actively participate and work within a team.
- Demonstrate ability to appropriately deal with difficult clients and situations with the ability to negotiate mutually satisfactory outcomes.
- Excellent time management and task prioritization skills.
- Exemplary verbal and written communication skills.
- Ability to work autonomously or as part of a team.
- Demonstrates multi-tasking ability and adaptive to constant change.
- Demonstrates strong presentation and organizational skills.
- Strong coaching and mentoring skills.
- Proactive and enthusiastic.
- Strong customer relationship skills.
- Sensitive to the challenges people face when outside their comfort zone.

LANGUAGES

- English [very good]
- Bahasa Malaysia [very good]
- Tamil [good]

EDUCATION BACKGROUND

Highest Education

Level: Associateship In Insurance (AMII)

Institute / University: Malaysian Insurance Institute(MII)

Year Obtained: 1st April 2010

*****Presently in the midst of pursuing Associateship in Chartered Insurance (ACII)***

Additional Qualification

Level: Basic Certificate In Insurance Loss Adjusting (BCILA)

Institute: Malaysian Insurance Institute (MII)

Year Obtained: June 2009

Secondary School / High school

Methodist Girls School Klang (SPM)

SKILLS

(Proficiency): **Advanced** : Highly experienced.
Intermediate : Familiar with all the basic functionalities.
Beginner : Just started using or learning the skill.

Skills	Years	Proficiency
Proficient with Microsoft Word, Excel, and PowerPoint, and Internet Explorer	>10	Advanced

PREFERENCES

Willing to Travel : Yes
Willing to Relocate : Yes
Possess Own Transport : Yes
Availability : 3 months notice
Current Salary : RM 8,650.00
Expected salary : RM 12,000.00 (Negotiable)

WORK EXPERIENCE

A. McLAREN SAKSAMA (MALAYSIA) SDN BHD

Position Title: Manager (Non-Motor)

Date Joined: 11 August 2014 till Present

Job Summary:

- Responsible to handle all personal lines and commercial property claims. Classes involved are Fire, Engineering, All Risks, Industrial All Risks, Business Interruption, Money, Fidelity Guarantee, Public Liability, Warehousemen Liability, Burglary, Houseowner / Householder, Erection All Risks, Contractors All Risks and Professional Indemnity.
- Handled cases up to RM 500,000.00 in regards to Erection All Risks and Contractors All Risks involving theft and third party liabilities claims against such policies
- Liaising with the relevant parties for each claim, Insurer, Broker, Agent and Insured at all levels
- To handle a team of five (5) adjusters and ensure work flow runs smoothly and each adjuster's personal budget is met
- To draw up a yearly budget for the team. Responsible for the right plans to be utilized to ensure that a budget of RM 700,000.00 in terms of adjuster's fee is met for the Non-Motor team.
- To carry out Marketing with Insurers and Brokers around the Klang region and to ensure business flow
- To explain to the Insured the basis of the adjustment and advice on policy conditions and warranties applied
- To negotiate on appeals submitted by the Insured and explain to the Insured the basis on which the claim was adjusted
- To handle and survey up to an RM 1.5 Million relating to all Non Motor Property losses and to manage the time in the office and outdoors to the optimum level in order to produce a maximum amount of files closed within the team from a day to day basis.
- Responsible to prepare and complete Full Length Reports for every case assigned no matter the time frame. I have been able to prepare and complete survey reports between 20 to 25 cases per month.
- Responsible to edit all reports written by my down liners and branch reports.
- Handling one of AIG Malaysia's biggest SME account- the Caltex account i.e liaising with Brokers on problematic cases, settling claims within stipulated timeline, ensuring monthly meetings are carried out and the account is properly maintained.
- To be prepared for work during contingencies i.e. to work on weekends and public holidays. On call duties are every weekends

- n) Responsible to train staffs weekly on Non-Motor aspects and carry out weekly training at branch level
- o) Reporting to Branch Manager and General Manager on branch matters, production and technical matters.
- p) Handling the portfolio of 'Bar Council Claims' together with the CEO. To carry out surveys to obtain relevant information on the loss and liaise with Bar Council claims consultants. Only Manager within the organization along with the CEO to handle such claims as these are high profile losses.
- q) Handled cases up to 1.5 Million in regards to Fire, Theft, Flood, Water Damage, Windstorm, etc.

Achievements / Personal Accomplishment in McLaren Saksama (Malaysia) Sdn Bhd

- Developed the Non-Motor business as a whole in Klang Branch e.g Non-Marine production was only RM 80,000.00 before I joined the team as a leader. Over the past financial year the production has elevated to RM 400,000.00
- Developed the Non-Motor team of one (1) person to a team of five (5) persons
- Increased the production budget from RM 400,000.00 to RM 700,000.00 for the current financial year and at the moment achieving above budget
- Managed to develop the Non-Marine portfolio in Klang Branch to a level which is in line with the company's aim of having a million dollar producing Non-Marine department within the Klang Valley
- Negotiated large claims for a smaller settlement amount in line with the amount approved by Insurers
- Developed an expertise in explaining the basis to on large repudiated claims Insurers / Broker
- Trained four (4) new staffs on adjusting principals and how to carry out surveys and have ensured that they have met their personal target which is in line with the company's target
- Personally managed to obtain and handle property losses up to RM 1,500,000.00
- Developed a good relationship with Insurers, Brokers and Agents across the insurance industry

B. AIG INSURANCE (MALAYSIA) BERHAD

Position Title: Senior Executive-In House Adjuster (Non Motor Commercial Property)

Date Joined: 25th February 2013 till August 2014

Job Summary:

- a) Responsible to handle all commercial property claims
- b) Liaising with the relevant parties for each claim, Insurer, Broker, Agent and Insured at all levels
- c) To conduct in-house surveys up to RM 150,000.00 (for those where own adjusting can be done)
- d) To negotiate on appeals submitted by the Insured and explain to the Insured the basis on which the claim was adjusted.

Achievements / Personal Accomplishment in AIG Insurance Malaysia Berhad

- Proposed and implemented fast track scheme for small claims settlement
- Proposed and implemented panel contractors to attend site and give immediate quotations on losses
- Proposed and implemented on the spot settlement with Insured (Signing of offer during site survey) for cases below RM 30,000.00
- Proposed and implemented new claim schemes to ensure fast settlement
- Proposed and implemented that all claims within the fast track team is settled within 30 days
- Proposed and implemented that all repudiation/problem cases are negotiated with Broker, Agent and Insured on a professional and timely basis

C. MAPHILINDO INSURANCE ADJUSTERS (MALAYSIA)

Position Title: Adjuster - General Insurance Claims

Date Joined: 20th May 2009 till February 2013

Job Summary:

- a) Responsible to handle all Non Motor claims i.e. Fire, Burglary, Householder/House owner, Travel, Hole In One, etc.
- b) Liaising with the relevant parties for each claim, Insurer and Insured at all levels obtaining information on circumstances/product/location, time and date and all documents in relevance to the claim.
- c) To be responsible to conduct survey at the location arranged with the Insured. To physically view and analyze losses in the interest of the Insurer adhering to the policy conditions.
- d) Responsible to prepare and complete Full Length Reports for every case assigned no matter the time frame. I have been able to prepare and complete survey reports between 15 to 20 cases per month.
- e) Traveling to the Insured's premises within Selangor and Negeri Sembilan (distance of about 150km) to have a firsthand look at the place of loss and to quantify the actual loss for reporting purpose. Recommend risk improvement measures to the Insured in line with mitigating and minimizing future losses.
- f) To explain to the Insured the basis of the adjustment and advice on policy conditions and warranties applied.
- g) To negotiate on appeals submitted by the Insured and explain to the Insured the basis on which the claim was adjusted.
- h) To produce photographs of the loss and items lost.
- i) To handle and survey up to RM 600,000.00 relating to Fire/Burglary/CAR/EAR/Theft & To manage the time in the office and outdoors to the optimum level in order to produce a maximum amount of files closed from a day to day basis.
- k) To be prepared for work during contingencies i.e. to work on weekends and public holidays. On call duties are assigned to me every fortnightly
- l) Reporting to Assistant General Manager on all matters.

C. UNI ASIA GENERAL INSURANCE (MALAYSIA)

Position Title: Property Underwriting Assistant

Date Joined: August 2005 to August 2006

Job Summary:

- a. Underwriting for classes such as Fire, PA, Marine, Motor, etc
- b. Handled all incoming calls and enquiries
- c. Cross selling of policies according to customer needs
- d. Handled all Motor and Non-Motor claims submission

D. MAPHILINDO INSURANCE ADJUSTERS (MALAYSIA)

Position Title: Trainee Adjuster - General Insurance Claims

Date Joined: August 2004 to August 2005

Job Summary: a. Handled Non-motor claims i.e. Fire, Burglary, Householders /House owners, Travel
b. Conducted surveys and prepared reports

REFERENCES

Name: Mr. Walter David

Telephone No. : +6016-3307040

Company: Uni. Asia General Insurance (HQ-KL)

Position: Manager - Agency (Previously Manager for Klang Branch)

Name : Puan Jamaliah Puteh

Telephone No. : +6012-2670279

Company : AIG Insurance (Malaysia) Berhad

Position : Vice President (APAC Claims)

Name : Mr. Joseph Thomas

Telephone No. : +6012-3990317

Company : McLarens Saksama (Malaysia) Sdn Bhd

Position : Assistant General Manager

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