

# Nur Diyana Azhar

To utilize my professional qualification, acquire new skills & knowledge in the field of Business Development, Business Analyst, Planning and General Management. I also aim to advance my professional career and contribute to the development of Insurance & Takaful Industry.



3, Jalan Indah 10, Taman Cheras Indah 56100 Kuala Lumpur



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## Education Background

- |                    |                                                                                                                                                               |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2010 - 2013</b> | <b>INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA (IIUM)</b><br>Master of Business Administration (Islamic Banking & Finance)<br>CGPA: 3.47                        |
| <b>2003 - 2005</b> | <b>UNIVERSITI TEKNOLOGI MARA (UiTM), SHAH ALAM</b><br>Bachelor in Business Administration (Hons) International Business<br>CGPA: 3.69 (1 <sup>ST</sup> CLASS) |
| <b>2000 - 2003</b> | <b>UNIVERSITI TEKNOLOGI MARA (UiTM), ALOR GAJAH</b><br>Diploma IN Business Studies<br>CGPA: 3.87                                                              |

## Achievements

- |                    |                                                                                                                                                                                                                              |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>2003 - 2005</b> | <b>BBA (Hons) International Business</b> <ul style="list-style-type: none"><li>▪ Dean's Lists Student for 4 consecutive semesters</li><li>▪ Vice Chancellor Award prior to completion of studies with CGPA of 3.69</li></ul> |
| <b>2000 - 2003</b> | <b>Diploma in Business Studies</b> <ul style="list-style-type: none"><li>▪ Dean's Lists Student for 6 consecutive semesters</li><li>▪ Vice Chancellor Award prior to completion of studies with CGPA of 3.89</li></ul>       |

## Certificates

- |                  |                                                               |
|------------------|---------------------------------------------------------------|
| <b>Year 2016</b> | ICLIF - Performance Driven Leadership                         |
| <b>Year 2015</b> | Genovasi Design Thinking Process                              |
| <b>Year 2010</b> | Citadel Strategic Project Implementation - Tools & Techniques |
| <b>Year 2010</b> | Microsoft Project 2007 & Microsoft Project 2007 - Advanced    |
| <b>Year 2009</b> | Microsoft Project 2003 - Level 1                              |
| <b>Year 2008</b> | Foundation of PRINCE2                                         |

## Skills

- |                             |                                                                         |
|-----------------------------|-------------------------------------------------------------------------|
| <b>Computer Skills</b>      | Microsoft Office - Words, PowerPoint, Excel, Project, Outlook and Visio |
| <b>Core Systems</b>         | Siebel, PolisyM, LifeAsia, Core General Solution and Lotus Note         |
| <b>Language Proficiency</b> | English & Bahasa Malaysia (GOOD)                                        |

## Working Experience (1 of 2)

### APR 2015 - Present

#### Head - Planning & Support Services (PSS)

##### Etiqa Insurance Berhad (EIB), Dataran Maybank, Bangsar

- Lead PSS and assist Head of Operational Services in core project implementation
- Look into end-to-end process of all the business operations transactions within General Insurance & Takaful Business.
- Analyze, identify area(s) of improvement and propose solution/ initiative to improve the current process.
- Implement and monitor the implementation of improvement initiative.
- Design, develop and maintain official documents such as Forms, Policy Contracts, Corresponding Letters and others.
- Responsible in Change Management activities such as develop and circulate training materials, memo, flyers, status update document, communication packs and others
- Support Regional Services and General Underwriting on Branch operational issues nationwide.
- Develop and maintain Standard Operating Procedure (SOP) for General Operations.

### SEP 2013 - MAR 2015

#### Senior Executive - Process Management & Reporting

##### Etiqa Insurance Berhad (EIB), Dataran Maybank, Bangsar

- Look into end-to-end process of all the business operations transactions within General Insurance & Takaful Business.
- Analyze, identify area(s) of improvement and propose solution/ initiative to improve the current process.
- Implement and monitor the implementation of improvement initiative.
- Design, develop and maintain official documents such as Proposal Forms, Claim Forms, Payment Forms, Policy Contracts, Corresponding Letters and others.
- Responsible in Change Management activities such as develop and circulate training materials, memo, flyers, status update document, communication pack and others.
- Develop and maintain SOP for General Operations.

### SEP 2009 - AUG 2013

#### Senior Executive - Operational Transformation

##### IT & Transformation

##### Etiqa Insurance Berhad (EIB), Dataran Maybank, Bangsar

- Analyze, identify area(s) of improvement and propose the solution/ initiative to improve the current process.
- Implement and monitor implementation of initiative(s).
- Identify and establish quantitative measurement to be monitored and compared against before and after the implementation of improvement initiatives
- Gather business requirements and presenting them in ways that are understandable and actionable by the organization.

### Interest

Travelling, reading, cooking, comic books and bowling

### Personal Traits

Possess excellent interpersonal skills, determined, creative, and good at interacting with people at all level

### Salary

Expected Basic Salary: RM 10, 500

### Notice Period

3 months\*

*Note: Subject to Reporting Manager's approval*

### Reference

**Shamsudin Yusoff**

**Head, Business Process Improvement & Business Development**

Iskandar Regional Development Authority (IRDA)

G-01, Block 8.

Danga Bay, Jalan Skudai

80200 Johor Bahru

Tel: 07-233 3000 (O) 012-658 1524 (HP)

**Salween Ahmad Taufik**

**General Manager - South Perak Region Development**

Perak State Economic Development Corporation

Tel: 019-388 6603 (HP)

### Working Experience (2 of 2)

**SEP 2006 - AUG 2009**

**Executive - Business Process Improvement**

**Business Analyst**

**Etika Insurance Berhad (EIB), Dataran Maybank, Bangsar**

- Involve in system and business process improvement for Insurance products in both Conventional and Takaful Businesses.
- Gather business requirements and present them in ways that are understandable and actionable by the organization.
- Conduct research and analysis for business users (i.e. policy processors, claims handlers, branch staff and agency management) on time-to-time basis as to enhance the current systems and to implement new product feature or new workflow in the systems.
- Conduct user testing prior to the implementation of the new product or workflow. This includes developing Test Plans, Test Scenarios, and Test Scripts based on as-is state as well as the to-be models.
- Act as the coordinator and trainer during the User Acceptance Testing (UAT) and liaise with IT people (i.e. System Administrator) should any issue or problem arise during the testing process and after launching of new product or workflow. Prepare training materials and Standard Operation Procedure prior to the implementation of the new workflow or process flow.

**DEC 2005 - AUG 2006**

**MANAGEMENT ASSOCIATE PROGRAMME - Trainee**

**Insurance Business Operations (IBO)**

**Malaysia National Insurance (MNI) Berhad, Kuala Lumpur**

- Involve in system improvement for General Insurance products. Tasks are oriented to Branch Operations, Claims Process and Policy Issuance and Servicing Process.
- Conduct research and analysis for Internal Users (i.e. Branch Users, Policy Processors and Claim Handlers) in order to enhance the current systems and to implement new work / process flow in daily operation activities and transactions.
- Prepare training materials and Standard Operation Procedure prior to the implementation of the new work / process flow.

**End of Resume**

*I authorize your handling of my personal details as per "Malaysian Law Personal Data Protection*