

**IMRAN ZHAFRI BIN MD HUSSAIN**

+6016-3852984

imran.zhafri@gmail.com

**OBJECTIVE**

- To deliver my theoretical knowledge and experience and at the same time acquire as much as possible practical knowledge and exposure.
- To gain a wide and continuous experience, to possess matured interpersonal skills, as well as develop conducive environment for workers and the community.
- Prepared to be attached in any job sectors preferably inter-connected and research relevant to my working experience.

**PERSONAL PARTICULAR**

Address	No. 12A Jalan Abadi 1/2, Abadi Heights, Puchong, Malaysia
Gender	Male
Date of birth	August 04, 1984
Age	36 years
Nationality	Malaysian

**WORK EXPERIENCES****Prudential BSN Takaful: March 2016 – Present  
(Business Analyst, Project and System Support - Assistant Manager)**

- Compile business user requirements for any new initiatives, changes or enhancements to backend core system and peripheral satellite systems.
- Study and evaluate the user requirements to produce the final Business Requirements Document (BRD), followed by conducting BR Walkthrough sessions attended by both business users and IT personnel.
- Broad understanding of end to end operations processes, with specialized knowledge in Distribution Channel (Agency and Bancassurance) module i.e. portal, commission, compensation and incentives.
- Coordinate, prepare and execute Test Plans for every new Product Launch project and any Company initiatives.
- Participated in multiple system migration projects, for both Policy Admin as well as Distribution Channel systems.
- Proficient and well versed in engaging with IT Technical team, with good knowledge in table setup, cross system integration and interface requirements.
- Attend to any production issues, troubleshoot and identify the root cause, provide solutions and feedback to business users and IT Technical team in addition to overseeing the full process of rectifying the issues.

**AmMetLife Insurance: 2011-2016**

**(Agency Administration - Senior Executive)**

- Analyze and prepare reports on agents/agencies production performance.
- Find solutions to simplify work processes, reporting structures and methods to obtain data.
- Deputy team leader for department's transformation project.
- Agency Division's person in charge for MIS related scope and reporting.
- Department's head coordinator for all system related UAT/testing.

**AXA Affin General Insurance: 2008-2011**

**(Actuarial Business Analyst - Senior Executive)**

- Prepare financial and profitability reports for Top Level Management.
- Attend to ad hoc reports requested by business units relating to profitability and expenses for all lines of businesses.
- Responsible in handling, maintaining and enhancing company's centralized database

**Maybank Berhad: 2008**

- Involved in system testing (UAT) of Basel II project and credit risk rating of customers system.

**Prudential Services Asia: 2007**

**(New Business Administration, Executive)**

- Responsible in data entry and processing of policies

**REMUNERATION**

Current Salary : USD 2,000 (inclusive of EPF contribution)  
Expected Salary : USD 3,500

**EDUCATION**

- Universiti Putra Malaysia, Selangor (2003 – 2006)
- Bachelor's Degree in Statistics
- **Class: 2<sup>nd</sup> Upper**

## SKILLS

Language	Spoken	Written
Malay	Very good	Very good
English	Very good	Very good

Computer Skills	Proficiency
Microsoft Office (Excel, Word)	Very good
Life/Asia Integral Life	Very good
SQL database programming	Good
Statistical Analysis System 9.1 (SAS)	Moderate
Business Object Intelligence Tools	Moderate

## REFERENCES

Name: Imran Arifin

Manager - Business Solutions

Prudential BSN Takaful

Tel: +6012 6918037

Name: Wong Mei Ling

Senior Manager – Business Analysts

Prudential Assurance Malaysia

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