

SURAYA HASSAN

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Experiences Summary

Overall close to 30 years working experience in the Banking and Financial Institutions (Retail Banking and Insurance), namely in Malaysia, Singapore and Thailand. My stint with Citibank Singapore, Regional Credit Operations Specialist in 2002 to 2004, gave me the opportunity to provide Operational and Leadership oversight to Citibank Operations in APAC and countries included under my supervision, were Malaysia, Singapore, Thailand, Philippines, Australia, Korea, Indonesia, Guam, Taiwan and Hong Kong.

My experience in Foreign and Top Local Banks in Malaysia as well as the biggest Insurance Company in Malaysia, shaped me to be an expert in Retail Banking and Bancassurance Business (Conventional Insurance and Islamic Takaful) with overall experience from front end sales (P&L), and Branch distribution, all customer touch points online banking and self-service kiosks, middle and back office Operations, Credit and Remedial Management, Risk Management, Audit & Compliance, IT, Marketing, Call Centre Management, Vendor Management, Change Management, Training & Talent Management and Customer Services. I have been in the Senior Management roles (C level) for most part of my career and ready to add value in a senior position up to CEO level, preferably in the Financial Sector but open for other industries as well.

I am a very seasoned, successful individual with very high performance rating over the years and reached the C level suite position, quite early in my career. I have a proven track record and will always endeavor to do better every time, especially with new challenges and opportunities.

Work Experiences

Syarikat Takaful Malaysia Keluarga Berhad, Malaysia

Independent Board of Director | August 2019 to Present

- Chairman for Nomination and Remuneration Committee
- Member of Audit Committee
- Member of Business Risk Committee

Prudential Assurance Malaysia Berhad, Malaysia

Chief Officer | Partnership Distribution/ Bancassurance | October 2015 to March 2016

Ambank Group, Malaysia

Executive Vice President | Sales and Retail Distribution | June 2013 to February 2015

CIMB, Malaysia

Executive Vice President | Head of Consumer Credit Operations | September 2012 to May 2013

Citibank Berhad, Malaysia

Director | Consumer Credit Operations | July 2006 to March 2012

Citibank N.A, Thailand

Senior Vice President | Consumer Credit Operations | January 2005 to June 2006

Citibank N.A, Singapore

Vice President | Regional Credit Operations Specialist | June 2002 to December 2004

Citibank Berhad, Malaysia

Vice President | Bankcard Collections | June 1999 to May 2002

Citibank Berhad, Malaysia

Assistant Vice President | Bankcard Credit and Policy | October 1995 to May 1999

Education

Bachelor of Business Administration (BBA Hons)

International Islamic University, Malaysia

Strengths

International Exposure

Gained vast international experience in financial institutions throughout my career and is an asset to connect the business journey to the ever evolving market landscape and demands

Success Oriented

Focused and proactive in nature by emphasizing on the considerations of the journey and not just the end result

Strategic Thinker

Ability to solve complex and make tough decisions

People Person

Ability to listen and communicate on a professional level to achieve goals and targets

Effective Mentor

Ability to retain good talents and groom them to next career move

Tenacious

Patient but persistent and firm to accomplish tasks and achieve end goals

References

Will be furnished upon request