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Career Objective

To maximize my potential by working dynamically and flexibly in an environment where talent, skill, academic knowledge and participation in teamwork will be challenged.

I am looking for an opportunity to enhance my career, apply my skills, contribute positively to growth and learn all I can.

Educational & Professional Background

- Diploma in Insurance (ongoing).
 - Advanced Diploma in Business Management.
 - Associate Member of the Association of Business Executives (ABE).
 - Experience in office administration.
 - Experience in acquiring business.
 - Experience in high level multi-tasking and tasks achievement.
 - Proficiency in Microsoft office and computer programs.
 - Ability to work in multi-cultural environment and associate well with people.
 - Fluent in English and Swahili languages.
 - Commitment to continuous career growth through learning.
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WORK EXPERIENCE

APA Life Assurance Ltd - January 2011 till present

Group/Credit Life Administrator

- Renewal business processing and retention of Group/Credit Life schemes.
- Commission processing for our intermediaries.
- Timely submission of required reports.
- Prompt communication of medical underwriting and of acceptance terms.
- Assessment of risk and seeking acceptance terms from reinsurers on cases exceeding automatic acceptance limit.
- Evaluating recommendations from underwriting manuals/guides.
- Preparation of costing schedules with the respective debit and credit notes.
- Development of service level agreements.
- Issuance of acceptance letters for Group/Credit Life schemes.
- Regular client visits which enhance customer satisfaction.
- Timely premium collection and allocation.
- Follow up on renewal business and update of PIN numbers of the schemes.
- Liaising with intermediaries and other stakeholders.
- Maintaining effective business relationships.
- Approving documents within set authorization limits.
- Compliance with all industry regulations.

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- Staying updated with current industry trends.
 - Policy document preparation and issuance.
 - Devise and maintain efficient office management systems.

Apollo Life Assurance Ltd - May 2003 to December 2010

Client Services Officer

- Fact find qualified prospects and respect clients' confidentiality.
- Keep clients' interests uppermost while rendering prompt and sincere services to them.
- Keep adequate and relevant records.
- Update and follow up on premium records.
- Assist walk in clients on a daily basis.
- Providing administration support to the organization's marketing agents
- Compiling accurate statistics for all incoming new business.
- Benchmarking of process turnaround times to ensure a competitive edge is maintained at all times.
- Addressing client queries through written and telephone responses.
- Accurate production and dispatch of policy documents as per contract requirements.

**Workshops/
Seminars:**

Trainings:

- May 2016 – Customer Service Excellence Workshop
- May 2013 – Group Life Skills Upgrade Training
- July 2012 – Managing an Underwriting Portfolio Training
- February 2008 - Total Management Quality Training
- September 2004 – Quality Customer Focus Training

Education

<i>College of Insurance</i>	Diploma in Insurance (Module 3)	Ongoing
<i>College of Insurance</i>	Diploma in Insurance (Module 2)	2014
<i>College of Insurance</i>	Diploma in Insurance (Module 1)	2013
<i>Wisemen Trainers & Consultants Ltd</i>	Advanced Diploma in Business Management	2012
<i>Institute of Advanced Technology</i>	Computer course	2002

Certification

Diploma in Business Management (ABE)
Computer courses

Referees

Colonel James Chemiati
Head of Security Department
The Independent Policing Oversight Authority
Tel: 0700 400710
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