

MU'ADZ HASLAN (Risk/Insurance/Takaful/Customer Experience)

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Email: muadzhaslan@gmail.com

Location: Kuala Lumpur (Willing to travel)

Availability: 1-month Notice



EDUCATION/SKILLS

Bachelor of Science (Hons) in Actuarial Science, Universiti Teknologi MARA, Shah Alam (2022) – 2nd Class

Diploma in Actuarial Science, Universiti Teknologi MARA, Seremban (2019) – 2nd Class

Skills: Project Management | Actuarial Modelling | Risk Mitigation | Statistical Analysis | Excel VBA | Data Analysis | Data Visualization | Probability Theory | Insurance Underwriting | Loss Modelling | Stress Testing | Portfolio Risk Evaluation | Claims Analytics | Quantitative Reasoning | Regulatory Compliance | Insurance Policy Administration | Risk Assessment | Financial Reconciliation | Claims Processing | Data Accuracy | Financial Reporting | Compliance Procedures | Report Writing | Data Migration | Documentation Systems | Financial Policy Adherence | Strategic Thinking | Data Compilation | Asset Management | Quality Control & Assurance | Client Relationship Management | Stakeholder Engagement | Cross-Departmental Communication | Policy Renewal Tracking | Audit Support | Recordkeeping | Office Management | Event Planning | Data Entry | Office Supply Management | Administrative Support | File Archiving | Budget Monitoring | Customer Lead Management | Customer Persuasion & Negotiation

Software: MS Excel | MS Word

Language: Malay | English | Arabic | French

PROFESSIONAL EXPERIENCE (3 YEARS)

1. Executive, Customer Conversion – Maybank Ventures Sdn Bhd (October 2025 – Present)

- Managed end to end HouzKEY rent to own conversion process, driving timely case progression from customer intent to financing execution – contributing to a FY2025 total conversion uplift of ~30 customers, matching entire Q1 FY2026 volume.
- Coordinated cross functionally with credit, legal, and developers to streamline workflow and reduce turnaround time.
- Monitored key milestones to ensure operational accuracy, compliance, and seamless customer experience, while creating a centralized Excel tracking sheet that enhanced team BAU efficiency and pipeline visibility.
- Supported conversion events and customer engagements to drive successful mortgage take up, including proactive phone outreach that converted undecided or walkaway customers to proceed with purchase.
- Collaborated with branch teams to manage customer leads and facilitate smooth mortgage processing, ensuring alignment between front line sales and backend conversion operations.

2. Junior Executive, Property Administration – Mydin Mohamed Holdings Bhd (May 2024 – October 2025)

A) *Insurance Management*

- Reviewed and ensured adequacy of commercial insurance policies (e.g., fire, public liability, stock deterioration), aligning coverage with evolving company risk profiles.
- Managed a centralized, audit-ready database of all insurance policies to support compliance and regulatory reviews.
- Facilitated accurate and timely insurance claims submission, followed up for prompt settlements, and ensured minimal disruption to operations.
- Acted as a primary liaison between internal departments and external insurance brokers, streamlining policy renewals and maintaining transparent communication.
- Monitored insurance renewal timelines to prevent coverage lapses, effectively minimizing financial exposure and risk.
- Provided advisory input on insurance needs for new construction projects and asset acquisitions to ensure adequate protection and policy alignment.
- Successfully presented high-impact insurance claims updates and insights to senior management (Managers and Directors).

B) *Property and Facilities Management*

- Oversaw the administration and renewal of tenancy agreements for expatriate staff accommodations, ensuring contractual accuracy and validity.

- Maintained comprehensive filing and documentation systems for all property-related matters, enabling quick retrieval and audit-readiness.
- Supported continuous process improvements in the Property Administration department, enhancing documentation workflows and operational efficiency.

C) Risk Advisory

- Identified and addressed insurance and property-related risks, ensuring alignment with organizational risk tolerance and strategic goals.
- Advised internal stakeholders on governance, compliance, and risk mitigation strategies for insurance and property matters.
- Played a key role in enhancing internal controls and documentation standards to support risk transparency and readiness.

3. Associate, Compliance Regulatory – Great Eastern Life Assurance Malaysia (Oct 2023 – Mar 2024)

- Collaborated with cross-functional teams to interpret regulatory requirements and implement corresponding internal control measures.
- Successfully initiated migrate BNM (Bank Negara Malaysia) regulatory data from static PDF formats into Excel databases for system automation.
- Identified and addressed data inconsistencies during the migration process, ensuring accuracy and system integrity.
- Developed streamlined compliance processes through integration of automated data into internal systems.
- Engaged regularly with compliance officers from other departments to align practices and resolve ambiguities in regulatory procedures.
- Ensured timely updates and adherence to all regulatory changes and compliance standards affecting the organization.
- Assisted in preparing comprehensive compliance reports and documentation for internal stakeholders and regulators.
- Reviewed department activities to ensure that all tasks adhered to applicable laws and internal policies.

4. Associate, Finance Operation – Great Eastern Takaful Berhad (Sep 2022 – Mar 2023)

- Conducted thorough reconciliation between bank statements and general ledger entries to ensure financial consistency.
- Identified, documented, and resolved discrepancies in financial records, strengthening financial reporting integrity.
- Maintained complete and accurate documentation of monthly bank reconciliations in accordance with audit requirements.
- Collaborated with finance team members to improve efficiency and transparency in reconciliation procedures.
- Raised issues encountered during reconciliation with supervisors for resolution and procedural enhancements.
- Ensured all financial operations adhered to regulatory frameworks and internal controls.
- Contributed to the month-end and year-end closing processes by reconciling cash balances and preparing journal entries.
- Assisted in the preparation of internal financial reports to inform business decision-making.

VOLUNTEERISM / EXTRA-CURRICULAR ACTIVITIES

- Volunteer: SEA Games KL2017, Pusat Pemberian Vaksin UiTM, Misi Banjir Yan, Konsert Jiwa Kacau 2024
- Project Leader – Dean's List Ceremony, Mobilegraphy Workshop, Actuarial Bonding 3.0
- Multimedia Head – Actuarial Science Committee, UiTM Seremban
- Event Photographer, Anugerah Tokoh Siswa, Pre-Graduation Dinner UiTM Seremban

REFEREES

Yek Ka Chia (Leo)

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