

Reuben Makeja, ACII

Certified Insurance Practitioner | Head of Claims | Associate member CII

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Professional Summary

Experienced insurance professional with a proven track record in managerial roles, offering expertise in driving operational excellence and achieving strategic goals within the insurance industry. Possessing in-depth knowledge of underwriting principles, risk assessment, and claims management, I have effectively led cross-functional teams to deliver exceptional client service and maximize business growth. Adept at developing and implementing process improvements to enhance efficiency, mitigate risk, and optimize resource utilization.

Top skills

Claims management | Risk Management | Underwriting | Products distribution |

Work History and Achievements

❖ **Sanlam Life Insurance, Tanzania.** (Held various positions as shown below)

▪ April 2023 – Present, Head of Claims

Roles and responsibilities:

- Set departmental goals and standards.
- Ensure efficient operation of the entire claims function.
- Ensure that service standards are set out and adhered to
- Ensure that Claims staff operate within SOPs and SLAs
- Ensure proper assessment of claims to prevent financial loss.
- Approval of payments within specified limits
- Regularly review of Claims processes, controls and SOPS

▪ April 2019 – March 2023, Claims Manager.

▪ June 2018 – March 2019, Senior Claims Officer.

▪ July 2015 – May 2018, Claims Assessor.

▪ March 2014 – June 2015, Assistant Underwriting officer.

Notable Achievements

- For years I have managed a team that have been delivering high-quality services that have helped to foster close connections with clients and other internal stakeholders, which in large part encouraged the creation of new and recurring business opportunities.
- Received several "Recognition Awards" for outstanding leadership and contributions to the company's growth and exemplary performance results.
- Effectively managed a high-volume claims period during the COVID-19 pandemic, coordinating response efforts and ensuring timely claims processing for affected policyholders which increased customer trust and repeated business opportunities.
- On several occasions, I successfully performed investigations into claim fraud and discovered a number of fraudulent schemes, saving the organization a sizable sum that may have been financial loss.
- Have consistently shown the capacity to guarantee that all legitimate claims are paid within the stipulated turnaround time without delays, in accordance with the service level agreements which clients have signed.

❖ Resolution Health Insurance Tanzania

▪ July – December 2013, *Business Consultant*

- Soliciting orders from new and existing clients and build relationships to encourage new and repeat business opportunities.
- Booking credible appointments with customers in the market.
- Manage full process of the sales from presenting, negotiating and closing deals.
- Preparation of quotations and Tenders for potential customers
- Developing, coordinating and managing of new and existing client's account

Education and Qualifications

▪ July 2013 - Institute of Finance Management (IFM, Dar es salaam)

Full-time three-year Bsc. IRM (Bachelor of Science in Insurance and Risk Management)

Awarded: Second-class honors, upper division

▪ February 2009 Taqwa High School, (Mwanza, Tanzania)

Full-time Advanced Certificate of Secondary Education (ACSE)

▪ October 2006 Thaqafa Secondary School, (Mwanza, Tanzania)

Full-Time Certificate of Secondary Education (CSE)

▪ August 2022 – April 2023 Stellenbosch University Business School – SA.

9-month short course on SEM leadership development program, Stellenbosch Western Cape – South Africa.

▪ May – October 2018: Stellenbosch University Business School – SA.

6-month short course on emerging leaders' development program, Stellenbosch Western Cape – South Africa.

Professional Certifications

▪ August 2023, Chartered Insurance Institute – (UK and Wales)

Associateship of the CII, CII Level 6 – Advanced Diploma in Insurance. Conferred the designation ACII.

▪ August 2018: Chartered Insurance Institute – (UK and Wales)

Awarded CII Level 4 - Diploma in Insurance by the CII, conferred the designation Dip CII.

▪ November 2020: London school of insurance (Young Insurance Professional program (YIPP - class of 2020)

Awarded a certificate in Insurance and Reinsurance Practice, (a 9-month short course on Insurance and Reinsurance practices) – a Sponsored program by the African Reinsurance Corporation (Africa -RE).

Interests & other activities

- Explore and learn new things
- Reading books
- An overall sports person with interest in Football, Boxing and Marathon

Referees

1. Khamis Suleiman

Chief Executive Officer – Sanlam General Insurance

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2. Kyenekiki Kyando

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