

# SMAA ISSA

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## SUMMARY

Dedicated Assistant Technical Manager and effective leader who excels in Team leading, a patient communicator able to motivate others towards accomplishment of collaborative goals. Assertive and enthusiastic, with extensive knowledge of Insurance and an Unsurpassed work ethic.

## Skills

- Database management
- Strong customer service skills
- Effective at customer communication
- Comprehensive understanding of insurance laws and regulations
- Analytical skills
- Organisation Skills
- Proficient networking skills
- Able to offer understandable explanation of policy coverage to clients
- Efficient at keeping client records
- Strong Negotiation skills
- Able to handle and resolve Conflicts
- Time Management Skills
- Excellent leadership and management skills

## EXPERIENCE

### Assistant Technical Manager

Alliance Life Assurance Limited

04/2018 - Ongoing

Dar es salaam, Tanzania

- Supervising and ensuring Group Life/Credit Life/ Keyman /Mortgage Protection quotes to be sent to various stakeholders within SLA
- Supervising the preparations of monthly valuation data.
- Supervising and checking the computation of Re-insurance figures.
- Providing the monthly claims paid and outstanding data to Management
- In charge of maintaining a reconciled database of Medical Letters issued-medical report received-Medical reports underwritten.
- Supervising Policy issuance and service.
- Supervising the preparation of commission payment to Brokers and agencies.
- Developing and maintaining effective business relationships with internal and external customers in order to attract, develop and retain profitable businesses.
- Establishing and manage departmental Business processes.
- Interfacing with Actuarial consultant on technical matters.

### Life Policy Administrator

Alliance Life Assurance Limited

01/2015 - 03/2018

Dar es Salaam, Tanzania

- Followed-up on Group Life renewals.
- Ensured all documents (Invoices, cover notes, medical letters and policy) are submitted upon confirmation of the new scheme/ renewal scheme.
- Reconciled new entrants and exiting members (movement in the scheme) on monthly basis.
- Prepared monthly Group Life Valuation data.
- Computed Re-insurance figures for the GroupLife Business.

## EDUCATION

### Bachelor of Science (Honors) in Actuarial Science

University of Dar Es Salaam

10/2011 - 07/2014

### Advanced Certificate of Secondary Education (ACSEE)

St Matthew Secondary School

05/2009 - 02/2011

### Certificate of Secondary Education (CSEE)

St Mark's Secondary School.

01/2005 - 08/2008

## INDUSTRY EXPERTISE

Experience in managing all life insurance operation and providing optimal level of customer satisfaction in a corporate and retail environment

Knowledge of legislation governing insurance in Tanzania

Skilled on underwriting, claims, pricing, product designing and reinsurance

Knowledge of administrative procedures and software applications (such as Microsoft Office Word, Excel, PowerPoint, etc.)

Remarkable ability to maintain effective relationships with clients

Excellent verbal and written communication skills

Dependability, attention to details, and ability to follow/interpret procedures

Outstanding ability to monitor client request

## PROJECTS

### Increasing Local Reinsurance Retention & Capacity

07/2018 - Ongoing 📍 Tanzania

A member of a technical working group at Tanzania Insurance regulatory authority (TIRA)

- Local reinsurance retention, standardization of policy wordings for life assurance companies and Development of mortality rates

## STRENGTHS



### Excellent Communication and Interpersonal Skills

Well-developed oral and written business communication skills



### Detail-Oriented

Ability to work and focus on all the details



### Problem-Solving

Skilled and creative in resolving problems and conflict resolution



### Honesty and Integrity

Can be relied upon and my actions and words can be matched

## CERTIFICATION

### Certificate Programme in Leadership

Uongozi Institute, Ongoing.

### Certificate in Insurance (Cert CII)-Chartered Insurance Institute of UK (CII)

- Legal and regulatory
- Insurance Underwriting Process
- Insurance Claims Handling Process

### Diploma in Insurance (DIP.CII); Chartered Insurance Institute of UK (CII)

- Insurance Law
- Claims Practice
- Delegation Authorities
- Insurance Business and finance

### Certificate in Insurance (Young Insurance Professional Programme)-London School of Insurance (LSI)

- Understanding reinsurance
- Short-tail insurance & reinsurance
- Long tail insurance & reinsurance
- Understanding marine insurance & reinsurance
- Understanding Reinsurance Accounting
- Understanding Insurance and Reinsurance Claims Management

## PASSIONS



Reading novels



Networking

## REFERENCES

Available On Request

## INDUSTRY EXPERTISE

Exceptional skilled to multitask and complete work on time

## TRAINING / COURSES

### East Africa Life & Health Seminar

Swiss Re Africa, Nairobi, Kenya, June 2019

### Basic Anatomy & Physiology training

Swiss Re Africa from July to September 2018

### Managing Poor Performance

Association of Tanzania Employers (ATE), On 04th September 2018 at Dar Es Salaam, Tanzania

### Life Assurance Practice Workshop

ZEP-RE, Dar es salaam, Tanzania, from 18th to 20th July 2018

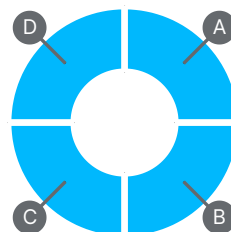
### Technical Life Assurance Training

Organisation of Eastern and Southern Africa Insurers (OESAI), Nairobi, Kenya, from 8th to 9th February 2018

### Life Underwriting and Reinsurance

African Reinsurance Corporation (Africa Re), Dar-es salaam, Tanzania, from 18th to 20th May 2016

## MY TIME



- A Work
- B Self Development
- C Leadership Insights
- D Researching on Industry Trends

## LANGUAGES

English Proficient ●●●●●

Swahili Proficient ●●●●●