

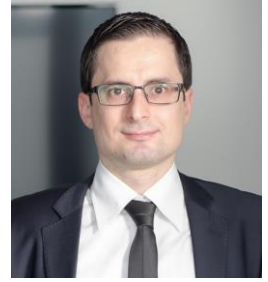
# Mustafa DINC, Cert CII

Wrocław | Poland

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## Professional Summary & Skills

High performing Marketing, Product Management, Data, and Insurance Professional with 12 years of diverse experience (5 years in product management, marketing, and business development activities); deep understanding of the insurance sector along with compliance, data analysis, utilization, and automation, market research, and analysis, customer segmentation, and business development initiatives by delivering superior results under extreme pressure. Expert at working with multi-national and functional teams and project management, assessing needs, creating options, and well-crafted business solutions via well-developed networking, organizational and analytical skills. Possesses in-depth understanding of data analysis and reporting and generating accurate documentation in line with regulations and organizational standards. Flexible and adaptable with a high level of emotional intelligence, change-oriented, and valuing diversity.

- Data Analysis
- Data Utilization
- Data Automation
- Data Cleansing
- Reporting
- Stakeholder Management
- Marketing Strategy
- Product Management & Development
- Business Development
- Operations Management
- Customer Relations Management
- Compliance Management
- Market Research & Analysis
- Customer Segmentation
- Project Management
- Risk Management
- Third-Party Relations
- Excellent Communication
- Benchmarking
- Strategic Planning
- Analytical Skills

## Professional Experiences

### Insurance Business Analyst, Capgemini Financial Services, Wrocław, Poland

06.2022 to Present

- Co-designing and developing existing insurance apps and adjusting them to the individual needs of clients from financial markets; conducting business analyses, defining requirements and testing developed solutions; acting as Scrum Master

### Senior Analyst, Delegated CoE (Data Analytics & Automation), AXA XL, Wrocław, Poland

01.2021 to 04.2022

- Responsible for cleansing, processing, and automating 3rd party data and driving continuous improvement initiatives with the team, performing accurate and timely analysis and reconciliation of financial statements,
- Collaborating with internal and external parties in a timely manner, providing high customer service standards,
- Maintaining a wide range of technical and business knowledge in respect of all delegated duties, improving existing processes, and preparing and providing required reports to senior management,
- Analyzing gaps in received bordereaux against Lloyds, AXA XL, and other required standards, mapping bordereau and uploading to bordereau systems, ensuring all the data is being appropriately monitored and stored,
- Accountable for onboarding and training junior Analysts, providing technical expertise to less experienced employees.

\*\*\* Initiated and led the Working Out Loud (WOL) as a pilot project, which is a 12-week program of peer coaching practice.

### Analyst, Data Utilization (Lloyd's Direct Reporting), AXA XL, Wrocław, Poland

09.2019 to 12.2020

- Supporting the team in submitting all Lloyd's Direct Reporting (LDR) data in a timely, accurate, and completed manner, ensuring LDR & Non-XIS reporting is jointly operated by insurance and Reinsurance for AXA XL,
- Performing root cause analysis, investigating any data errors or anomalies, implementing solutions to correct data problems, cleansing, improving, and continuously monitoring AXA XL's data globally,
- Responsible for RRM (Regulatory Reporting Management) to support 31 operational processes across 5 Legal entities (LDR included), ensuring AXA XL regulatory submissions continually comply with evolving regulatory and business requirements,
- Engaging with contributing stakeholders, following governance matrix to ensure the business stakeholders are informed regularly.

\*\*\* Carried out several process improvement activities. Correcting the previous erroneous reports based on long years of history, prevented the company's financial losses, and received the missing payments.

\*\*\* Prepared well-written standard operating procedures manuals for 4 separate processes. Thanks to operations manuals, three processes have been automated, time was saved in the processes, and errors were reduced. Actively took part in the project team for transferring processes to the team in India.

**Reinsurance Analyst, AXA XL, Wrocław, Poland****02.2017 to 08.2019**

- Responsible for performing technical, operational duties regarding reinsurance accounts in the UK and EMEA regions within the underwriting support department, and executing risk, premium, and claims data analysis and reporting along with overall data quality control by directly reporting to the Team Leader in the process,
- Ensuring that all data is accurate and up to date, documentation is properly performed, and all transactions are uploaded electronically into the system in compliance with respective procedures and guidelines,
- Actively collaborating with the HUB team within France and monitoring their progress regarding the assigned tasks along with responding to internal queries in a timely and efficient manner,
- Generating reinsurance analysis reports for executive management review, closely monitoring inconsistencies on account-related issues, and taking immediate actions, when necessary,
- Working closely with internal departments within respective projects as required, performing on reinsurance monthly, quarterly, and yearly closing process and supporting continuous improvement initiatives within the organization.

*\*\*\* Announced and honored as the most accomplished Reinsurance Analyst in 2018 among the 20 Reinsurance Analysts within the organization because of showing a performance surpassing the assigned tasks with the highest accuracy.*

*\*\*\* Relocated in Poland and applied for necessary permits to settle during the 5-months gap.*

**Product Management Specialist, Groupama Sigorta A.S, Istanbul, Turkey****11.2015 to 09.2016**

- Effectively carrying out respective product management activities regarding a variety of insurance products (life, pension, non-life, etc.) and defining product marketing objectives in line with the organizational goals by directly reporting to the Marketing Manager in the process,
- Driving efforts to enrich the product lines by reviewing product specifications and requirements and coming up with new products; accordingly, also assessing market conditions, competition, and trends both locally and internationally pre-launch,
- Actively collaborating with various business units to determine required product revisions and regulatory adaptations, and implementing changes accordingly via collaborative projects as well as actively executing projects with the third parties,
- Ensuring that all printed or digital material and content are created following overall marketing strategy by briefing the communication department; accordingly, providing information for management to utilize in product sales forecasts.

*\*\*\* I updated the company's official website and made all advertising and training materials for private pension products compatible with the new system and legislation on time within 2 months of undertaking the position. Facilitated meetings with key leaders and collaborated with the project team, and various departments to ensure timely decision-making and effective communication between project stakeholders at all levels. In addition, I ensured the launch of a new life insurance product.*

**Freelance Consultant, SCOR Global Life, Zurich, Switzerland****11.2014 to 11.2019**

- Providing freelance consultancy regarding the insurance sector during the respective period, as well as actively involved in the SOLEM tool translation project (from English to Turkish) by assuring exhaustive proofreading and quality control.

*\*\*\* SOLEM is the online medical underwriting tool of SCOR Global Life, a global reinsurance company.*

**Multinational Servicing Unit Admin, ACE European Group, Istanbul, Turkey****09.2014 to 11.2015**

- Executing multinational accounts such as Coca-Cola, Boeing, Microsoft, etc. regarding all types of insurance including accident & health, casualty, financial & professional lines, marine and property by directly reporting to the Operations Manager
- Adapting global standards into local legislation in Turkey by evaluating local insurance regulation in detail, executing respective operations management accordingly, and acting as a primary contact regarding the client queries along the way,
- Ensuring that all documentation is generated according to the local regulations and requirements, actively collaborating with brokers and underwriters to determine the overall pricing strategy and other issues to ensure smooth operations regarding multinational programs.

*\*\*\* Achieving objectives in a timely and efficient manner with no backlog, keeping the servicing office score as 100% for an entire year.*

**Assistant Operations Specialist, AON Benfield, Istanbul, Turkey****01.2014 to 08.2014**

- Executing operational activities within the operations and compliance department by carrying out a variety of respective processes including facultative reinsurance operations, registering policies and premiums, and following up on time solutions regarding clients such as contracts, debit notes, etc.,
- Ensuring that all departments comply with the AON's principles and procedures by attending compliance meetings and actively collaborating with the COO, Compliance Officer, and Legal Counsel in the process,

- Also, implementing, reviewing, and documenting internal control mechanisms per AON's global internal control requirements, and closely monitoring the compliance of business units along the way.

## Marketing Assistant, Ziraat Hayat ve Emeklilik A.S., Istanbul, Turkey

02.2012 to 12.2013

- Assisting operational processes within the strategic marketing and corporate communications department by providing support to a wide range of respective activities including market research, product development, customer segmentation, etc.
- Also, conducting competitive analysis and benchmarking, managing social media presence, assisting communication activities, as well as providing translation support when necessary.

## Education

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Bachelor's Degree | Business Administration | Anadolu University | Eskişehir | Turkey 2011 - 2013

Associate Degree | Foreign Trade | Anadolu University | Eskişehir | Turkey 2005 - 2009

Bachelor's Degree | Economics (Full Scholarship) | Yaşar University | Izmir | Turkey 2004 - 2009

\*\*\* Ranked 1st in the department and 2nd best in the entire faculty

\*\*\* Erasmus Program: Business Management | University of Warsaw | Warsaw | Poland | 2007

## Certificates

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- Scrum.org, Professional Scrum Master I (PSM I), 2022
- The Chartered Insurance Institute (CII), Certificate in London Market Insurance, London, 2018:  
LM1: London Market Insurance Essentials Examination, LM2: London Market Insurance Principles and Practices Examination, LM3: London Market Underwriting Principles Examination
- Pension Monitoring Centre (EGM), Private Pension Intermediary Certificate, Istanbul, 2016
- Insurance Training Centre (SEGEM), Insurance Technical Staff Professional Competency Certificate, Istanbul, 2016

## Trainings

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- JCI, European Leadership Academy, Gothenburg, Sweden, 2018
- Istanbul Metropolitan Municipality Art and Vocational Training Courses (ISMEK), MS Excel Advanced, Istanbul, 2016
- SCOR Global Life, Product Development Focus on Critical Illness, Health and Disability Insurance, Zurich, 2015
- Istanbul Metropolitan Municipality Art and Vocational Training Courses (ISMEK), Basic Accounting, Istanbul, 2015
- Turkish Insurance Institute (TSEV), Advanced Insurance Training Programme: Specialization in Reinsurance, Istanbul, 2014
- Turkish Insurance Institute (TSEV), Basic Insurance Training Programme: Specialization in Life Insurance, Istanbul, 2012 - 2013

## Memberships

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- Member of the Chartered Insurance Institute (CII), Since 2017
- Member of JCI Istanbul and Wrocław, Junior Chamber International, Since 2012

## Projects

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- JCI European Leadership Academy, Member of the Congress Organizing Committee (COC), JCI, Gothenburg, Sweden, 2019
- The 10th "University on Youth and Development", Organizer-Trainee, The Council of Europe, Mollina, Spain, 2009
- "University and High School Youth Hand in Hand for Social Integration Project", Project Manager, Yaşar University, Izmir, 2008 - 2009

## Computer Skills

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Microsoft Office Programs

## Personal Data

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Date of Birth and Place: 24.06.1986, Izmir - Turkey

Interests: Aikido, Yoga, Dance

## Languages

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Turkish: Native Proficiency

English: Full Professional Proficiency

Polish: Pre-intermediate