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**Oakkar Kyaw**

# Personal Details

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| Gender :  | Male  |
| N.R.C No.:  | 9/Pakakha (N) 031680 |
| Nationality:  | Myanmar  |
| Mobile:  | 09754543809 |
| Date of Birth:  | 5.7.1998 |
| Marital Status:  | Single  |
| Email;  | Kyawoakkar991@gmail.com  |

Address: 67 (B) ,Bet; 119St\*120St, Pyigyitakon Township,Mandalay.

# Professional Profile

* Excellent communicator to all levels both internally and externally
* Creative/ Innovative problem solving including identifying additional sources of customer feedback
* Strong organizational and interpretation skills
* Understand and links customer data and develop processes
* Flexible and willing to learn new approaches and enhance the ability of benchmark
* Sharing sale promotion and qualities of materials to other cities
* Hardworking under high pressure
* Be the best relationship with customers

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| **Education**

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| * **Bachelor Of Science (Physics)** (Yadanabon University)
* **Diploma in** **English** (Mandalay University of Foreign Languages)

 **Other Qualification*** + - * Human Resource ( Basic)
			* Customer Service Extra Mile ( Dr Kaung Nyein Soe) (5BB)
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# Skills

* MS Excel, Power Point
* English language ( Intermediate)
* Presentation skills with English
* Customer and Personal Service
* Sales and Marketing
* Ability to teamwork, negotiation and management skills
* Honest and reliable
* Good time keeping
* Teamwork & leadership work in a progressive organization

# Experience

* **Field Officer** , Hana Microfiniance
* Ward within the township where he is responsible To conduct a field study in the villages and prepare plans in advance for the members to receive.
* Township To the residents in the villages about their company's processes, programs that can take money loans; To discuss and clarify the nature of their work.
* To screen and accept only those who meet the rules and regulations among the loan applications that have been applied for.
* Prioritize the correctness of the contact phone numbers of each team member and update the phone numbers in the Phone Book in the Field App.
* To check members' loan applications and necessary documents thoroughly to ensure they are complete and correct.
* To inspect the residences and businesses of borrowers to determine their eligibility for loans under the loan policy.
* Family information of members; Check business information. Plans that the borrower will use the money to borrow; Check and calculate reimbursement plans.
* Submit the verified applications to the loan committee through the Risk management team and request approval.
* To check whether the loans are used correctly or not in the business.
* To notify the members by calling in advance before the loan repayment date.
* To comply with the rules and regulations related to the collection of funds.
* If there are problems related to loan repayment, follow-up actions should be taken immediately and the relevant officials should be notified.
* To make arrangements for members who have fully repaid their loans to take out another loan one month before the loan is due.
* Loan repayment by members themselves using digital technologies; collecting savings; Provide ways to view loan balances and check savings.
* Collecting savings for members; To be clear about the interest rates offered on deposits and withdrawals.
* **Customer Service Executive**, 5BB Broadband
* Maintaining a positive, empathetic, and professional attitude toward customers at all times.
* Responding promptly to customer inquiries.
* Communicating with customers through various channels.
* Acknowledging and resolving customer complaints.
* Knowing our products inside and out so that you can answer questions.
* Processing orders, forms, applications, and requests.
* Keeping records of customer interactions, transactions, comments, and complaints.
* Communicating and coordinating with colleagues as necessary.
* Providing feedback on the efficiency of the customer service process.
* Managing a team of junior customer service representatives.
* Ensure customer satisfaction and provide professional customer support.

* **Business Insurance Specialist** , KBZMS General Insurance
* Compiling statistics on claims, loss ratios, and other data to develop pricing models that determine insurance rates
* Updating client records with policy changes, including notifications of changes in deductibles, coverage limits, or coverage type
* Providing information about coverage options and answering questions about coverage terms and conditions
* Recommending coverage changes based on policyholder needs and market conditions
* Resolving customer complaints by investigating issues and recommending solutions
* Helping clients choose appropriate insurance coverage based on their needs and risk tolerance
* Selling insurance policies to individuals and businesses, including group health plans for employers
* Preparing reports on claims status and other details about policyholders’ accounts, including payment histories and outstanding balances
* Performing claims investigations by collecting information from parties involved in an accident or disaster to arrive at a settlement amount