

LINDAN ANAK JUNTAN



CONTACT INFO

016-5542709

lindanjuntan@gmail.com

CURRENT ADDRESS

Puchong, Selangor

PERMANENT ADDRESS

Limbang, Sarawak

Linkedin Profile

www.linkedin.com/in/lindan-juntan-a1851712a

SKILLS

- Microsoft Office
- EViews and Stata software
- Input-Output Analysis
- Handling customer
- Processing

INTEREST

- Research
- Analysis
- Teaching / Conduct training
- Operation / Services
- Banking Industry
- Processing
- Fraud investigation
- Credit analysis

LANGUAGE PROFICIENCY

Written Spoken

English Good Good

Malay Good Fluent

AVAILABILITY

Within two (2) month notice

■ CAREER OBJECTIVE

Energetic and dedicated social professional with superb claim processing, analytical, research, problem-solving, and decision-making abilities. Seeking career advancement and a challenging work environment.

■ WORKING EXPERIENCE

Human Resources Development Corporation (HRD Corp)

Senior Associate, Claim Unit (28 January 2020 – Present)

Manage Claims Processing

- Ensure the claims processes, procedures, and policies to ensure the timely processing of claims within the client charter, promoting efficiency and effectiveness
- Manage the claims process to ensure that claims are processed within specified timeliness, meeting client expectations and service level agreements

Compliance Assurance

- Safeguard organizational integrity by ensuring compliance with legal frameworks governing claim-processing activities
- Ensure that all claim processes and approvals are within the approved limit of authority and comply with the relevant rules, regulations, terms and conditions, policies and guidelines, safeguarding organizational integrity and adherence to legal frameworks
- By guidance from the Line Manager, responsible for taking action against fraud claims as identified by the Internal Audit and Compliance, Investigation, and Enforcement Unit or training verification unit

Documentation Integrity

- Ensure the accuracy and authenticity of all claim submission documents before approval, maintaining meticulous records

Reporting and Process Enhancement

- Assist the Head of Unit and Head of Department in reviewing Standard Operating Procedure (SOP) from time to time
- Provide recommendations for enhancing processes, procedures, and terms and conditions based on analysis findings, fostering continuous improvement and operational excellence
- Assist in updating the claim submission guideline for all schemes
- Involving in giving ideas on the requirements for the New Core System (NCS) project
- Responsible for attending User Acceptance Testing (UAT) for the New Core System (NCS)

Collaboration and Stakeholder Engagement

- Engage with external stakeholders as needed fostering strong partnerships and ensuring alignment with organizational goals and objectives
- Handling Claim support emails and answering all inquiries related to claim application
- Collaborate with the IT department, Finance department, Grant, Levy, and other internal stakeholders related to claim processing or procedures matters

Other duties

- Duties as an internal auditor for Anti Bribery Management System (ABMS) and ISO Quality Audit
- Conduct a KWPSM workshop for our stakeholders
- HRD Corp Certified Trainer
- Undertake such duties as instructed by Management from time to time

■ EDUCATION BACKGROUND

2015 - 2019 **Universiti Putra Malaysia**
Bachelor of Economics (CGPA: 3.724)

2014 - 2015 **Labuan Matriculation College**
Accounting Course (CGPA: 4.00)