

CALEB KIUNE

Nairobi, Kenya | +254 705 774 171 | calebkiune@gmail.com | [LinkedIn](#) | [GitHub](#)

PROFESSIONAL SUMMARY

Insurance Operations Specialist with 9 years' hands-on experience in the Kenyan insurance sector, specializing in underwriting support, medical & motor claims processing, policy administration, client relationship management, regulatory compliance, and agency operations. Successfully led digital transformation at Kentab Insurance Agency – automating 60% of manual workflows and delivering kentabinsurance.com (live client portal with online quoting and policy purchase). Combines deep insurance domain knowledge with full-stack software engineering skills to drive efficiency, accuracy, and customer experience. Immediately available and targeting Underwriting, Claims, Operations or Digital Transformation roles in leading Kenyan insurers.

KEY SKILLS

- Insurance & Operations: Underwriting support, document verification, risk assessment, policy issuance, claims processing (FNOL to settlement), reserving, premium calculation, renewals & endorsements, debit/credit notes, client onboarding, regulatory compliance (IRA), financial reporting, tax filing, reconciliations, customer service excellence, operations efficiency.
- Technical / InsurTech: React, Next.js, TypeScript, Tailwind CSS, Node.js, Express.js, Python Flask, REST APIs, PostgreSQL, MongoDB, Supabase, Git/GitHub, Vercel, Render, Agile, CI/CD, client portals, premium calculators, automated workflows, digital documentation systems.
- Soft Skills: Accuracy & attention to detail, problem-solving, cross-functional communication, teamwork, client relationship management.

PROFESSIONAL EXPERIENCE

- Operations Manager
- Kentab Insurance Agency, Nairobi | Jan 2015 – Dec 2024
- Managed portfolio of 500+ active policies (motor, medical, life) for retail and corporate clients with high renewal retention.
- Provided end-to-end underwriting support: document verification, risk profiling, premium rating, client onboarding, and policy issuance per IRA guidelines.
- Processed motor, medical, and non-motor claims from FNOL to settlement, ensuring accurate reserving, complete documentation, timely payments, and full regulatory compliance.
- Handled premium collections, reconciliations, endorsements, renewals, debit/credit notes, and client account management.
- Oversaw financial operations including document filing, budgeting, expense tracking, bank reconciliations, and monthly management reports.
- Led digital transformation: automated 60% of manual processes, reduced turnaround times, and co-developed/deployed kentabinsurance.com with online quoting and client portal.
- Consistently improved operational efficiency, claims turnaround time, documentation accuracy, and customer satisfaction scores.

EDUCATION

- Certificate in Software Engineering – Moringa School, 2025
- Bachelor of Commerce (Procurement Option) – Kenyatta University, 2024
- Diploma in Insurance – The College of Insurance, Nairobi, 2016

SELECTED PROJECTS

- Kentab Insurance Website & Client Portal – Next.js, Tailwind, Vercel → Live at kentabinsurance.com with online quotation, policy purchase, and secure client login.
- Insurance Premium & Benefit Calculator – React, TypeScript → Accurate rating engine for motor and medical products.

ADDITIONAL INFORMATION

- Languages: English (Fluent), Kiswahili (Fluent)
- Availability: Immediate
- Location Preference: Nairobi (open to hybrid/remote within Kenyan insurers)
- Target Roles: Underwriting (General/Medical), Claims (Motor/Medical/Non-Motor), Insurance Operations, Insurance IT Support/Systems Analyst, InsurTech/Digital Transformation