








Rinaldo Siagian

Personal Information

 25 June 1996, Pematang Siantar
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Education

University : Diponegoro Universtiy
Degree : Bachelor
Subject : Geology Engineering
Period : 2014 – 2018
GPA : 3.57/4

University : Gadjah Mada University
Degree : MBA Candidate
Subject : Management
Period : 2023-Now

Skills

1. Project Management

Planning, executing, and monitoring projects to ensure successful completion.

2. Product and Business Development

Identifying new market opportunities for the product or service

3. Problem-Solving

Identifying and resolving issues related to product development, sales, and client service.

Employment Role

Company Position Period Responsibility

Blue Marble Micro Limited
APAC Operations Analyst
March 2024 - Now

- ✓ Research and analyze market trends in the insurance industry, particularly in the Asia-Pacific region, to identify new business opportunities.
- ✓ Build collaborative partnerships including government agencies, NGOs, and private sector partners, to ensure effective project implementation
- ✓ Design climate-resilient financial products
- ✓ Create and implement business development strategies that align with the company's overall business objectives and target market.

Company Position Period Responsibility

PT Asuransi Astra
Section Head Surveyor Asuransi Astra
July 2021 – March 2024

- ✓ Set up strategic action to achieve KPI.
- ✓ Work end-to-end: From conducting root cause analysis of high-priority cases to proposing and implementing the solution
- ✓ Project improvement based on performance analysis.
- ✓ Analyze Business team performance result to extract insights and improvement opportunities.
- ✓ Ensure that customer complaints are handled properly in accordance with applicable regulations.

Company Position Period Responsibility

PT Asuransi Astra
Section Head Garda Siaga
December 2020 - Juni 2021

- ✓ Monitoring emergency service for customer care.
- ✓ Ensure end-to-end emergency requests are handled properly.
- ✓ Create and design learning program based on level hard competency garda siaga officer.
- ✓ Involved in recruitment process to get the competent garda siaga officer.

Employment Role

Company	PT Asuransi Astra
Position	Operation Analyst
Period	October 2019 - December 2020
Responsibility	<ul style="list-style-type: none"> ✓ Create and maintain business performance dashboards and prepare reports weekly/monthly for management review ✓ Run deep analyses to find root cause problem to determine the health of the business + success/failure of growth experiments ✓ Designing a new business process based on claims performance and service parameters. ✓ Create and update standardized MV Operation procedure. ✓ PIC UAT (User Acceptance Testing) System Improvement and business process improvement.

Company	PT Asuransi Astra
Position	Management Trainee
Period	March 2019 - October 2019
Responsibility	<ul style="list-style-type: none"> ✓ Help management discover new pathways to operational excellence and scalability ✓ On job training in any division Asuransi Astra. ✓ Create a CSR program for cancer fighter. ✓ Get leadership, problem solving, and project management.

Projects

Project Name	Survey 4.0: Claim Survey Efficiency & Surveyor Productivity
Position	Project Owner
Period	March 2021 - 2023
Result	<ul style="list-style-type: none"> - 3rd Place Asuransi Astra Best Innovate 2020 - Representative Asuransi Astra for InnovAstra Award 2020
Summary Project	✓ Creating a desk survey mechanism with a self-survey method by customers without a direct face-to-face process with surveyors, without area boundaries with the help of digital applications.
Project Name	Efficiency of vehicle flood claim process
Position	Project Owner
Period	October 2020 - 2022
Result	Best Innovation Astra Financial 2023
Summary Project	<ul style="list-style-type: none"> ✓ Creating a new business process for efficiency vehicle flood. ✓ Ensuring flood reports 100% controlled with lead time towing and letter issuance according to SLA.
Project Name	Complaint Management Asuransi Astra
Position	Project Owner
Period	September 2023 - Now
Summary Project	✓ Creating new mechanism for integration complaint management and service satisfaction in Motor Vehicle Product

Achievement

- ✓ Best Innovation Astra Financial 2023
- ✓ Finalist Asuransi Astra Best Innovate 2021
- ✓ Best Agent of Change - Culture Internalization 2021
- ✓ Speaker for Talkshow Session MV Operation 2021, BMDP Sharing 2021, MGO Sharing 2021
- ✓ 3rd Place Asuransi Astra Best Innovate 2020
- ✓ Representative Asuransi Astra for InnovAstra Award 2020
- ✓ Best Leadership Training 2019 - Management Trainee Asuransi Astra