

# ALEXANDRE Y. HAU HANG SANG

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Driven and hardworking former client relationship manager with a proven track record of increasing customer satisfaction level. Looking to leverage my creativity, critical thinking and communication skills by transitioning into data analytics field.

## WORK EXPERIENCE

### SICOM GENERAL INSURANCE

Intern (Property and Casualty Department & Medical Insurance Department)

Port Louis, Mauritius

February 2022 – Present

- Optimized workflow by creating dashboard and automating internal processes
- Redesigned and overhauled forms and reviewed policy documents
- Assisted in the integration and testing of insurance management suite

### ADVANTAGE THINKING INTERNATIONAL PRESCHOOL

English Teacher

Beijing, China

February 2021 – August 2021

- Designed creative and interactive activities to a class of 15 students (3 to 5 years old)
- Presented parents with tailor made reports on student behavioral, social, and developmental progress

### FREELANCE

English Tutor

Beijing, China

July 2020 – January 2021

- Implemented lesson plan to stimulate and motivate students
- Monitored student progress and communicated with parent to meet their educational goals

### PACIFIC PRIME

Client Relationship Manager

Beijing, China

December 2019 – May 2020

- Guided clients and offered alternative solutions with a focus on client experience and risk management
- Managed and reinforced client portfolio to maximize client retention
- Extracted and systematized key information of multiple insurance partners' policies and coverage details
- Generated new referrals and developed new leads for the sales team through existing clients and networking

### PACIFIC PRIME

Consultant

Beijing, China

March 2019 – November 2019

- Delivered comprehensive insurance products and solutions tailored to the needs of the client.
- Maintained knowledge on all insurance partners' policies and coverage details to educate and counsel clients
- Promoted the services of Pacific Prime to prospective clients and persuaded leads to use of services.

### INTERFACE INTERNATIONAL LTD

Corporate Administrator

Ebene, Mauritius

October 2017 – October 2018

- Provided corporate services, including the formation of companies, submission of statutory filings and company secretarial services.
- Reviewed due diligence documentation and prepare engagement letters

## EDUCATION

### MONASH UNIVERSITY

Bachelor of Business and Commerce, Economics & International Business

Malaysia

2016

### COLLÈGE DU SAINT ESPRIT

HSC & CIE A & As Level

Mauritius

2010

## PROFESSIONAL DEVELOPMENT & PERSONAL PROJECTS

### COURSERA

Google Data Analytics Professional Certificate

Online

Present

### WEB DEVELOPMENT

Personal Resume Website and Portfolio Website Project

[Link](#)

Present

## LEADERSHIP & ACTIVITIES

### MONASH POOL CLUB

Founder & Vice President (2015)

## SKILLS & INTERESTS

### LANGUAGE

English – Fluent

French – Fluent

### MONASH ACCOUNTING AND FINANCE CLUB

Project Manager (2012)

### TECHNICAL

SQL, Microsoft Office Suite

### INTEREST

Web Development, Linux, Sport  
Climbing & Bouldering