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| **Gerhard Genis** | Pretoria, South Africa ▪ +27 (0) 83 274 1528  gerhard.genis@santam.co.za ▪ www.linkedin.com/in/gerhard-genis-b0074821/ |

**Head General Manager**

*Versatile & result-oriented senior management professional showcasing illustrious career in formulating and executing turn-around strategies.*

Innovative and analytical strategic business-level leader armed with the ability to influence behaviour, stimulate innovation, promote best practices, and drive organizational change. Demonstrated ability to create and sustain momentum, optimise resources in claims value chain and support integration and on-going management of mergers/acquisitions. Proven success in company globalisation and expert knowledge of personal, commercial, corporate, aviation, marine, agriculture, and crop insurance.

**Highlights of Expertise**

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| * Non-life Insurance * Strategy Planning/Leadership/Execution * Regulatory Compliance * Root Cause Analysis * Motor Claims Management/Inventory * Technical Advice * Mergers & Acquisitions | * Quality Inspections/Documentation * Corrective/Preventive actions * Resource Optimisation * Globalisation * Training/Development * Turn-Around Management * Change Management |

**Career Experience**

**Santam Limited** July 1982 to Present

*Santam Limited is the largest insurance group of South Africa providing all classes of short-term insurance services.*

**HEAD: QUALITY MANAGEMENT**

Establish claim handling standards and monitor performance and adherence to same. Lead the development of and oversee the implementation of the emerging market strategy for non-life insurance vision for the Quality Management function and assists the leadership in communicating that vision throughout Sanlam. Ensure accurate motor inventory (Stock in Trade [Motor Salvage]) levels to minimize stock-outs and inventory shrink while supporting the needs of the business. Develop and deploy communication plans and technical, product, and systems training programs. Provide guidance and expert evaluation of the functional quality assessment activities and oversight of any significant quality issues identified, drive process improvement, and ensure effective solutions are implemented in the non-life insurance value chain. Demonstrate support for innovation and next level key differentiators needed to improve effectiveness; initiating, sponsoring, and implementing change. Strive hard to drive a sustainable, consistent enterprise and supplier development strategy across company.

* *Gerhard, are there any achievements, contributions, projects you worked on, or awards you may have received during this tenure? If so, please provide them. I would be happy to include those details here. Anything that we can measure with $, %, or # would work great too!*

**Additional Experience:**

* ***Head: Claims, Administrative Services, and Incident Management*** at *Santam Limited*
* ***Secondment to Shriram General Insurance Co. Ltd*.**

**Education & Credentials**

**Master of Business Administration (MBA), Strategy** - *Henley Business School*

Thesis: *Relationship between Transformational Leadership and Strategic Success*

Languages: **Afrikaans**: *Native* | **English**: *Fluent* | **Ethnic African Languages**: *Basic*

**Professional Development**

* + - Executive Development Program, Strategy | The University of Manchester
    - Certificate PhD Qualitative and Quantitative research | University of Stellenbosch Business School (USB)
    - HCil, Dil, Insurance related studies | IISA

**Professional Associations**

* + - Active member of the Board of Directors of the Ombudsman for short-term Insurers
    - Member Board of Directors of Insurance Crime Bureau (*please mention duration)*
    - *Please mention Industry Committees you’re a part of.*