**Kenneth Chan**

347-933-1742 | Succasunna, NJ 07876 | [chanmanhung@yahoo.com](mailto:chanmanhung@yahoo.com)

**PROJECT MANAGER |SCRUM MASTER |BUSINESS ANALYSIS & SOLUTION PROFFESSIONAL**

Over twenty years of working experience in AIG insurance and financial services. Expert in establishing goals, implementing effective work processes, and managing project scope and deliverables. Experienced in managing analysis efforts, business requirements, and building relationships with teammates to optimize team comradery. Committed to delivering project success in product development and rationalization, marketing, underwriting, claims, systems implementation, reinsurance, financial accounting reporting and compliance.

***- Areas of Expertise -***

Business Analysis – Data Analysis / Mapping – Requirement Specification – Business Transformation

Business Solution – Process Reengineering – User Acceptance Testing – Project Management (PMLC & PMO)

General Insurance (P&C) – Risk Management – Stakeholder Management – Change Management – Vendor Management

Coaching / Mentoring / Training – Cost-Benefit Analysis – System Development Lifecycle (SDLC) – Waterfall

Agile (Scrum & Sprint) – Lean Six Sigma – Microsoft Office

*Professional Overview*

AIG: **Transformation/Project Manager – Property & Specialty Operations (2016 to 2018)** 2009 to 2018

Achieved commercial underwriting Target Operating Model (TOM) design and program deployment.

* Delivered framework, business requirement artifacts and system enhancements for commercial insurance TOM within one year.
* Managed end-to-end TOM project in US and UK Aerospace in one year; migrated TOM in commercial property’s catastrophe modeling and underwriting analytic for middle market countries in South Africa, Philippines, Guam, and Singapore to Center of Excellence in Bangalore within nine months.

AIG: **Functional Lead Business Analysis/Business Solutions Manager – Transformation Services (2014 to 2015)**

Interacted with business users, vendors, and IT to provide solution and technology platform in all regions by adopting full SDLC -AGILE methodology.

* Modernized manual auditing processes in underwriting and claims for global risk compliance TOM; established best solutions by using external software to meet business specifications, compliance, cost effective and process efficiency.

AIG: **Business Project Manager/Functional Lead Business Analysis – Consumer Operations/Business Services Delivery (2009 to 2013)**

* Engaged and led business and technology stakeholders to deliver direct / digital marketing best practices and technology platform in Turkey, Dubai, and Oman to meet demanding production growth in emerging markets.
* Maximized underwriting profit by transforming P&L financial accounting reporting in Accident & Health, Personal Lines, Travel Services, and Private Client Group into Consumer Division.
* Integrated and transformed consumer claims intake, adjustment and management information process in the global One-Claim solution on fast track claim handling in the consumer insurance segment.

AIG: **Deputy MIS Officer/Sr. Business Analyst/Product Owner – AIU International Accident & Health**  1998 to 2008

Executed operations and systems support in business functions of product development, marketing, e/commerce, underwriting, actuary portfolio analysis, claims, reinsurance, finance, and multinational business to attain aggressive multi-year growth plan. Vetted and approved business and process change requirements. Inspired and worked in concert with business and technology stakeholders during the implementation of projects in global strategic system platforms, business and operational models.

*Education & Training*

**Certified Scrum Master (CSM) |Credential ID 000913565 –** Scrum Alliance, USA

**Certified Project Manager | Boot Camp PMLG Certificate** – Project Management Institute, New York

**Business Studies in Banking |Tertiary Education** – Morrission Hill Technical Institute, Hong Kong

**Certificate in Computer Fundamental & Programming** – Hong Kong Productivity Council, Hong Kong