

# Matthew D. Jusuf

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## CAREER PROFILE

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Finance Graduate from University of Technology, Sydney w/ 4 years of experience who has:

- Risk assessing quality that is proactive in figuring out current and potential risks, which was learnt from experience of being an Underwriter at IAL and Underwriting Associate at SwissRe.
- Leadership initiative in managing the team internally and externally as an Underwriting Associate at SwissRe.
- Quick learning capability and adaptability to changes due to extensive experience in different fields of fast-paced work within a short period of time; and the various different systems and procedures at SwissRe.
- Understanding of the insurance industry in various lines from working at SwissRe, IAL, and Zurich. (Life, Personal lines, Commercial Property)
- Excellent communication skill achieved from extensive experience in dealing with brokers at IAL and SwissRe.

## EDUCATION

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**University of Technology, Sydney**, Sydney NSW  
**Bachelor of Business**

Jan 2015 – Dec 2017

- Finance and International Business major
- Passed with **Distinction** (GPA: 3.25)

## EXPERIENCE

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**SwissRe**, Barangaroo, NSW  
**Underwriting Associate**

Dec 2020 – Current

- Supporting the Commercial Property Underwriters in their day-to-day task in handling renewals and New Business for ISR risks. Requires a thorough understanding of the commercial property products and its structure that involves lead and follow deals.
- Producing legal documents and processing in the system to bind and finalise a policy/deal.
- Involved in projects that supports the company's compliance such as: external auditing, ARPC reporting, ISA reporting, and more.
- Managing external team (outsourcing) to make sure they can deliver and perform their task in order to support our team and the Underwriters.
- In charge of communicating with the IT department on system improvements that can be implemented to improve our efficiency and productivity.

**Insurance Australia Limited (IAG), Pyrmont, NSW**  
**Underwriter**

Nov 2018 – Dec 2020

- Assessing the risk of New Business, Endorsement and renewal in personal lines product (Home, Landlord, and Motor) within the appropriate UW authority, guidelines and compliance.
- Communicating with brokers over the phone daily.
- Providing excellent broker service and relation by achieving an NPS of 49 for our team.
- Evaluating risk that are over our authority and referring it to the manager with our decision and rationale.

**Zurich Financial Services, North Sydney, NSW**  
**Customer/Adviser Service Consultant**

Mar 2017 – Nov 2018

- Solving the wide variety of problems that customers have with their life insurance and investment policies with Zurich over the phone.
- Requires having extensive knowledge of Zurich's business structure, Life insurance and Investment products.
- Helping new members in training and solving problems
- Delivering excellent customer service to ensure customer's satisfaction
- Achieving an average KPI of 80%

**Link Market Service, Rhodes, NSW**  
**Mail Operation Admin**

Sep 2017 – Jan 2018

- Involved opening and sorting out mails
- Scanning mails and forms
- Data entry
- Sending out mails/e-mails to the right person within each department

**InScope, Sydney, NSW**  
**Financial Paraplanner Intern**

Jun 2016 – Dec 2016

- Involved creating statement of advice for financial advisers.
- Used Xplan to generate statement of advice.
- Learned basic knowledge involving superannuation and pension accounts, including numerical calculations for the statement of advice.
- Calculate the pension stream that each client will receive during their retirement period.

## **SKILLS**

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- Microsoft Word: Advanced
- Microsoft Excel: Advanced
- Microsoft Power point: Intermediate