



MS. THEPMALEE MONKHONGSAPSIN

PERSONAL INFORMATION

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477 (99/86) Soi Bang Khae 7, Bang Khae,
Bangkok 10160, Thailand

- Age: 47 years
- Nationality: Thai
- Marital Status: Married

EDUCATION

- **Bachelor's Degree in Business Administration** – Ramkhamhaeng University (June 24, 1996 – April 5, 1999)
GPA : 2.61
- **High School** – Yannaweswittayakom School (1989 – 1995) GPA : 3.75
- **Primary School** – Wat Dokmai School (1984 – 1989) GPA : 4.00

SKILLS

- Expertise in Non-Motor & Motor Insurance Underwriting
- Customer Service & Claims Management
- Risk Assessment & Policy Processing
- Training & Team Leadership
- Strong Analytical & Problem-Solving Skills
- Proficient in MS Office, Excel, PowerPoint, MS365
DL200, AS400, Opus, Lotus Notes
and Smart Work Flow
- Typing Speed: Thai (50 words/min),
English (45 words/min)

ADDITIONAL INFORMATION

- Languages: Thai (Fluent),
English (Proficient)
- Driving License: Yes (Car)

WORK EXPERIENCE

- **Allianz Ayudhya Insurance Public Co., Ltd. (September 1, 2021 – Present)**
Manager – Partnership Policy Processing
 - Oversee and audit property risk assessment, miscellaneous insurance, Fire Insurance, and motor insurance underwriting to ensure compliance with company policies.
 - Develop and oversee underwriting guidelines and policy insurance processes.
 - Coordinate with IT, Operations, UW, Marketing and Product for system improvements.
 - Review and approve policy terms, coverage and premium rates.
 - Train and develop team members.
 - Ensure compliance with regulatory guidelines (OIC)
 - Analyze risk and policy insurance performance reports.
- **Southeast Insurance Public Co., Ltd. (September 1, 2015 – August 31, 2021)**
Assistant Manager – Non-Motor & Marine Insurance
 - Managed underwriting operations for property, engineering, and miscellaneous insurance.
 - Reviewed and approved policy issuance based on risk evaluation.
 - Coordinated with survey teams for risk assessments.
 - Led the development and refinement of underwriting guidelines.
 - Assess risk exposure, set premium rate and determine policy conditions.
- **Allianz C.P. Insurance Public Co., Ltd. (November 16, 2013 – September 1, 2015)**
Assistant Manager – Business Development
 - Managed motor and non-motor insurance policy issuance.
 - Developed premium calculations and risk evaluation models.
 - Conducted training for sales agents and brokers.
 - Oversaw underwriting and customer service support.
- **Central Life Broker Co., Ltd. (2012 – 2013)**
Head of Insurance Department
 - Handled corporate insurance services, including group health and life insurance.
 - Advised clients on claims and policy benefits.
 - Negotiated premium renewals and claim settlements with insurers.
 - Developed strategic sales plans for insurance products.
- **ThaiSri Insurance Public Co., Ltd. (2005 – 2012)**
Operations Officer – Business Development
 - Evaluated underwriting risks for motor and non-motor insurance.
 - Processed policy endorsements and claim settlements.
 - Provided consultancy to sales agents and internal teams.

TRAINING & CERTIFICATIONS

- Thailand Insurance Institution
- Customer Service Excellence Development
- Psychology-based Customer Service with EQ & AQ
- Siam Takshashila
- Insurance Management for Entry-Level Administrators
- Personal Insurance
- ThaiSri Insurance Co., Ltd.
- Basic & Auto Insurance, Fire, Engineering, Health, and Risk Management
- Allianz Ayudhya Insurance Public Co., Ltd.
- Non-Motor, Property, IAR, CAR, and Miscellaneous Insurance
- Risk Assessment and Policy Processing
- Thai General Insurance Association
- Root Cause Analysis & Strategic Thinking
- Risk Evaluation for Effective Underwriting

REASON FOR SEEKING NEW OPPORTUNITIES

- To expand my knowledge and expertise in the insurance industry.
- To contribute my skills and experience to a new organization for career growth.