

Mustafa DINC, Cert CII

Kraków | Poland

(0048) 570 073 125

mustafadinc1986@gmail.com

<https://www.linkedin.com/in/mustafadinc>



Professional Summary & Skills

High performing Marketing, Product Management, Data, and Insurance Professional with 12 years of diverse experience (5 years in product management, marketing, and business development activities); deep understanding of the *Lloyds* insurance sector along with compliance, data analysis, utilization, and automation, market research, and analysis, customer segmentation, and business development initiatives by delivering superior results under extreme pressure. Expert at working with multi-national and functional teams and project management, assessing needs, creating options, and well-crafted business solutions via well-developed networking, organizational and analytical skills. Possesses in-depth understanding of data analysis and reporting and generating accurate documentation in line with regulations and organizational standards. Flexible and adaptable with a high level of emotional intelligence, change-oriented, and valuing diversity.

- | | | |
|--------------------------|------------------------------------|---------------------------|
| ▪ Data Analysis | ▪ Product Management & Development | ▪ Project Management |
| ▪ Data Utilization | ▪ Business Development | ▪ Risk Management |
| ▪ Data Automation | ▪ Operations Management | ▪ Process Improvement |
| ▪ Data Cleansing | ▪ Customer Relations Management | ▪ Excellent Communication |
| ▪ Reporting | ▪ Compliance Management | ▪ Benchmarking |
| ▪ Stakeholder Management | ▪ Market Research & Analysis | ▪ Strategic Planning |
| ▪ Lloyd's Insurance | ▪ Customer Segmentation | ▪ Analytical Skills |

Professional Experiences

Reporting Specialist, Regulatory Transaction Reporting Governance, Investment Bank, Kraków, Poland

10.2023 to Present

- Directing reporting rule oversight (MIFID, EMIR, SFTR, FinfraG), emphasizing change and operational governance,
- Troubleshooting and analyzing regulatory issues related to changes or production hiccups in the banking domain,
- Collaborating globally with Front Office, Middle Office, Technology, and Compliance to achieve vital governance goals in Regulatory Transaction Reporting.

**** Awarded 3rd place in the Wonderful Work Award - Q3 2024 for exemplary performance, leadership, and cross-functional impact across the Poland office, aligned with the company's Pillars, Principles, and Behaviors. Recognized for contributions to Diversity & Inclusion initiatives.*

Insurance Business Analyst, Capgemini Financial Services, Wrocław, Poland

06.2022 to 07.2023

- Co-designing and developing existing insurance apps and adjusting them to the individual needs of clients from financial markets; conducting business analyses, defining requirements and testing developed solutions; acting as Scrum Master

Senior Analyst, Delegated CoE (Data Analytics & Automation), AXA XL, Wrocław, Poland

01.2021 to 04.2022

- Responsible for cleansing, processing, and automating 3rd party data and driving continuous improvement initiatives with the team, performing accurate and timely analysis and reconciliation of financial statements,
- Collaborating with internal and external parties in a timely manner, providing high customer service standards,
- Maintaining a wide range of technical and business knowledge in respect of all delegated duties, improving existing processes, and preparing and providing required reports to senior management,
- Analyzing gaps in received bordereaux against *Lloyds*, AXA XL, and other required standards, mapping bordereau and uploading to bordereau systems, ensuring all the data is being appropriately monitored and stored,
- Accountable for onboarding and training junior Analysts, providing technical expertise to less experienced employees.

**** Initiated and led the Working Out Loud (WOL) as a pilot project, which is a 12-week program of peer coaching practice.*

Analyst, Data Utilization (*Lloyd's* Direct Reporting), AXA XL, Wrocław, Poland

09.2019 to 12.2020

- Supporting the team in submitting all *Lloyd's* Direct Reporting (LDR) data in a timely, accurate, and completed manner, ensuring LDR & Non-XIS reporting is jointly operated by insurance and Reinsurance for AXA XL,
- Performing root cause analysis, investigating any data errors or anomalies, implementing solutions to correct data problems, cleansing, improving, and continuously monitoring AXA XL's data globally,

- Responsible for RRM (Regulatory Reporting Management) to support 31 operational processes across 5 Legal entities, ensuring AXA XL regulatory submissions continually comply with evolving regulatory and business requirements,
- Engaging with contributing stakeholders, following governance matrix to ensure the business stakeholders are informed regularly.

**** Carried out several process improvement activities. Correcting the previous erroneous reports based on long years of history, prevented the company's financial losses, and received the missing payments.*

**** Prepared well-written standard operating procedures manuals for 4 separate processes. Thanks to operations manuals, three processes have been automated, time was saved in the processes, and errors were reduced. Actively took part in the project team for transferring processes to the team in India.*

Reinsurance Analyst, AXA XL, Wrocław, Poland

02.2017 to 08.2019

- Responsible for performing technical, operational duties regarding reinsurance accounts in Lloyd's, the UK and EMEA regions within the underwriting support department, and executing risk, premium, and claims data analysis and reporting along with overall data quality control by directly reporting to the Team Leader in the process,
- Ensuring that all data is accurate and up to date, documentation is properly performed, and all transactions are uploaded electronically into the system in compliance with respective procedures and guidelines,
- Actively collaborating with the HUB team within France and monitoring their progress regarding the assigned tasks along with responding to internal queries in a timely and efficient manner,
- Generating reinsurance analysis reports for executive management review, closely monitoring inconsistencies on account-related issues, and taking immediate actions, when necessary,
- Working closely with internal departments within respective projects as required, performing on reinsurance monthly, quarterly, and yearly closing process and supporting continuous improvement initiatives within the organization.

**** Announced and honored as the most accomplished Reinsurance Analyst in 2018 among the 20 Reinsurance Analysts within the organization because of showing a performance surpassing the assigned tasks with the highest accuracy.*

Product Management Specialist, Groupama Sigorta A.S, Istanbul, Turkey

11.2015 to 09.2016

- Effectively carrying out respective product management activities regarding a variety of insurance products (life, pension, non-life, etc.) and defining product marketing objectives in line with the organizational goals by directly reporting to the Marketing Manager,
- Driving efforts to enrich the product lines by reviewing product specifications and requirements and coming up with new products; accordingly, also assessing market conditions, competition, and trends both locally and internationally pre-launch,
- Actively collaborating with various business units to determine required product revisions and regulatory adaptations, and implementing changes accordingly via collaborative projects as well as actively executing projects with the third parties,
- Ensuring that all printed or digital material and content are created following overall marketing strategy by briefing the communication department; accordingly, providing information for management to utilize in product sales forecasts.

**** I updated the company's official website and made all advertising and training materials for private pension products compatible with the new system and legislation on time within 2 months of undertaking the position. Facilitated meetings with key leaders and collaborated with the project team, and various departments to ensure timely decision-making and effective communication between project stakeholders at all levels. In addition, I ensured the launch of a new life insurance product.*

Freelance Consultant, SCOR Global Life, Zurich, Switzerland

11.2014 to 11.2019

- Providing freelance consultancy regarding the insurance sector during the respective period, as well as actively involved in the SOLEM tool translation project (from English to Turkish) by assuring exhaustive proofreading and quality control. **** SOLEM is the online medical underwriting tool of SCOR Global Life, a global reinsurance company.*

Multinational Servicing Unit Admin, ACE European Group, Istanbul, Turkey

09.2014 to 11.2015

- Executing multinational accounts such as Coca-Cola, Boeing, Microsoft, etc. regarding all types of insurance including accident & health, casualty, financial & professional lines, marine and property by directly reporting to the Operations Manager
- Adapting global standards into local legislation in Turkey by evaluating local insurance regulation in detail, executing respective operations management accordingly, and acting as a primary contact regarding the client queries along the way,
- Ensuring that all documentation is generated according to the local regulations and requirements, actively collaborating with brokers and underwriters to determine the overall pricing strategy and other issues to ensure smooth operations regarding multinational programs.

**** Achieving objectives in a timely and efficient manner with no backlog, keeping the servicing office score as 100% for an entire year.*

Assistant Operations Specialist, AON Benfield, Istanbul, Turkey

01.2014 to 08.2014

- Executing operational activities within the operations and compliance department by carrying out a variety of respective processes including facultative reinsurance operations, registering policies and premiums, and following up on time solutions regarding clients such as contracts, debit notes, etc.,
- Ensuring that all departments comply with the AON's principles and procedures by attending compliance meetings and actively collaborating with the COO, Compliance Officer, and Legal Counsel in the process,
- Also, implementing, reviewing, and documenting internal control mechanisms per AON's global internal control requirements, and closely monitoring the compliance of business units along the way.

Marketing Assistant, Ziraat Hayat ve Emeklilik A.S., Istanbul, Turkey

02.2012 to 12.2013

- Assisting operational processes within the strategic marketing and corporate communications department by providing support to a wide range of respective activities including market research, product development, customer segmentation, etc.
- Also, conducting competitive analysis and benchmarking, managing social media presence, assisting communication activities, as well as providing translation support when necessary.

Education

Bachelor's Degree Business Administration Anadolu University Eskişehir Turkey	2011 - 2013
Bachelor's Degree Economics (Full Scholarship) Yaşar University Izmir Turkey	2004 - 2009

*** Ranked 1st in the department and 2nd best in the entire faculty

*** Erasmus Program: Business Management | University of Warsaw | Warsaw | Poland | 2007

Certificates

- Guidewire Software, Associate Certification - InsuranceSuite 10.0 Analyst, 2023
- Scrum.org, Professional Scrum Master I (PSM I), 2022
- The Chartered Insurance Institute (CII), Certificate in London Market Insurance, London, 2018: LM1: London Market Insurance Essentials, LM2: London Market Insurance Principles and Practices, LM3: London Market Underwriting Principles
- Pension Monitoring Centre (EGM), Private Pension Intermediary Certificate, Istanbul, 2016
- Insurance Training Centre (SEGEM), Insurance Technical Staff Professional Competency Certificate, Istanbul, 2016

Trainings

- JCI, European Leadership Academy, Gothenburg, Sweden, 2018
- Istanbul Metropolitan Municipality Art and Vocational Training Courses (ISMEK), MS Excel Advanced, Istanbul, 2016
- SCOR Global Life, Product Development Focus on Critical Illness, Health and Disability Insurance, Zurich, 2015
- Istanbul Metropolitan Municipality Art and Vocational Training Courses (ISMEK), Basic Accounting, Istanbul, 2015
- Turkish Insurance Institute (TSEV), Advanced Insurance Training Programme: Specialization in Reinsurance, Istanbul, 2014
- Turkish Insurance Institute (TSEV), Basic Insurance Training Programme: Specialization in Life Insurance, Istanbul, 2012 - 2013

Memberships

- Member of the Chartered Insurance Institute (CII), Since 2017
- Member of JCI Istanbul and Wrocław, Junior Chamber International, Since 2012

Projects

- JCI European Leadership Academy, Member of the Congress Organizing Committee (COC), JCI, Gothenburg, Sweden, 2019
- The 10th "University on Youth and Development", Organizer-Trainee, The Council of Europe, Mollina, Spain, 2009
- "University and High School Youth Hand in Hand for Social Integration Project", Project Manager, Yaşar University, Izmir, 2008 - 2009

Computer Skills

Microsoft Office Programs

Personal Data

Date of Birth and Place: 24.06.1986, Izmir - Turkey

Interests: Aikido, Yoga, Dance

Languages

Turkish: Native Proficiency

English: Full Professional Proficiency

Polish: Pre-intermediate