

Hans Louis Chen Ee

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PROFILE

Experienced graduate in software development and knowledgeable in business such as global markets and marketing. Additionally having skills in financing and a current member of the Asian Institute of Chartered Bankers.

SKILLS

- **Experienced in software development**
- **Project Management**
- **Problem Solving**
- **Leadership and team work**
- **Fast adaptability to work**
- **Independent**
- **Excellent interpersonal skills**
- **Hands-on mindset and able to work autonomously**

ACHIEVEMENTS

- **1st Runner Up for Top Achieving Auto-finance Relationship Manager in Sarawak (2023)**

WORK EXPERIENCE

Currently working as an independent relationship manager for Maybank Auto-finance. Helping to thrive the company's success in automobile financing by building a strong relationship with corporate customers and commercial vehicle dealers, while at the same time providing excellent customer service and achieving sales target set by management.

CURRENT EMPLOYMENT STATUS

1. Junior Relationship Manager - Maybank Autofinance (Sept 2022 - July 2023)

- Process, analyze and recommend hire purchase loans submitted by corporate and commercial clients with minimal guidance
- Onboarding new customers with minimal guidance
- Visiting commercial vehicle dealers weekly to promote Maybank's product details on hire purchase such as interest rates and margin of finance
- Attend enquiries made by corporate clients with appropriate procedures and business ethics
- Attend company directors for agreement signings with minimal supervision
- Produced weekly reports on disbursement figures and commercial insurance sales

2. Relationship Manager - Maybank Autofinance (August 2023 - Present)

Permanent Relationship Manager in the auto-finance department for Maybank. Similar to my time as a junior relationship manager, I am in charge of commercial and corporate hire purchase loans, financing machineries and commercial vehicles.

- Process, analyze and recommend hire purchase loans submitted by corporate and commercial clients independently
- Onboarding new customers with no required guidance
- Visiting commercial vehicle dealers daily to build a strong business relationship with them
- Attend enquiries made by corporate clients with appropriate procedures and business ethics
- Attend corporate clients for agreement signing at branch or outstation independently
- Produce weekly reports on status of submitted applications to ensure all status of submitted applications are up to date
- Produce weekly reports for potential cases to be disbursed and reserves for the following month
- Update branch manager weekly on possible cases that can be disbursed for the month
- Handle disbursement requirements by checking all customer related information is correct before passing the loan application to the disbursement team
- Contribute to achieving the branch fee base income target by conducting cold callings for motor insurance and credit card sales
- Liaising with commercial vehicle dealers to keep track on potential units that can be converted to disbursement for the month.

EDUCATION HISTORY

Foundation in Information Technology and Multimedia

Swinburne University Of Technology (Sarawak Campus)

March 2018 - December 2018

- Completed a number of courses that includes report writing in group and individual assessments, as well as learning to build social skills such as being able to communicate with others to solve a problem at hand.
- Built and compile programming applications, as well as websites and web applications in group based and individual assignments

Bachelor in Computer Science (Major In Software Development)

Swinburne University Of Technology (Sarawak Campus)

March 2019 - January 2022

- Participated in a 12 month final year project in creating an online training portal system for staff members of the Borneo Convention Centre Kuching (BCCK) in a team of 4 individuals. Also created various interactive websites and android software applications in university.
- Gained extensive training and knowledge regarding coding and project management such as being able to work in a team and meet our client's expectations
- Knowledge in programming languages such as C#, C++, HTML and Python, as well programming software tools such as GitHub, and Microsoft Visual Studio Code. Able to use an array of essential working and planning tools such as Microsoft Excel, Word, PowerPoint, Trello Board, Slack, etc.

OTHER AREAS OF STUDY

Business Electives in Degree

March 2019 - December 2021

- Management and marketing skills
- Global and digital marketplaces
- Critical thinking in management (problem solving)
- Various types of market segments (target audience)

Malaysian Certificate of Education

Completed in 2017

- Completed the SPM (Sijil Pelajaran Malaysia) Examination. A compulsory national examination that has to be taken by all high school students in Malaysia in their final year before continuing their higher education in universities.