



DISCOVER:

Summer Internship (May 2019) (FULL TIME)

SUBMIT YOUR APPLICATION HERE:

[HTTPS://TINYURL.COM/DISCOVER-PRU-SUMMER-2019](https://tinyurl.com/discover-pru-summer-2019)



[GR-SUM001] 2019 Summer Internship –Government Relations

Job Description

The Government Relations department seeks to build strong working relationships with government and community stakeholders to ensure long-term sustainable growth and profitability for Prudential Singapore. It is initially focused on finding synergies and collaboration opportunities across the whole of government, and progressing into outreach, engagement and advocacy for Prudential Singapore's preferred policy positions. Projects will generally be around the themes of human capital management/future of work, health and wellness, as well as community-related issues.

Depending on area of interest and department needs, you will execute one or more of the following:

- Do research and analysis on public policy issues, and to produce reports on these
- Design innovative and practical solutions to issues
- Work with a diverse group of stakeholders, including government, community partners, and Prudential staff and agents to execute on existing projects
- Clearly articulate Prudential's key messages and influence stakeholders to take action on collaborative projects
- Work as a team to execute on events, thought leadership papers and projects
- Identify opportunities to raise the profile of Prudential Singapore within our target communities and through industry conferences and events.
- Keep a clear audit trail in accordance with corporate governance guidelines
- Communicate external feedback and action points with internal stakeholders in a timely and effective way

Pre-Requisites

- Interest in current affairs, particularly Health, Financial and Technology spaces
- Positive attitude and an innovative mindset
- Ability to deal with ambiguity
- Strong research and writing skills
- Strong influencing skills
- Strong project management skills and details-oriented
- Public Policy, Social Sciences, Healthcare, Finance and Business background will be an advantage but not mandatory

[GR-SUM002] 2019 Summer Internship –Government Relations

Job Description

The Government Relations department seeks to build strong working relationships with government and community stakeholders to ensure long-term sustainable growth and profitability for Prudential Singapore. It is initially focused on finding synergies and collaboration opportunities across the whole of government, and progressing into outreach, engagement and advocacy for Prudential Singapore's preferred policy positions. Projects will generally be around the themes of human capital management/future of work, health and wellness, as well as community-related issues.

Depending on area of interest and department needs, you will execute one or more of the following:

- Work with a diverse group of stakeholders, including government, community partners, and Prudential staff and agents to execute existing projects
- Manage projects/events from end-to-end, including logistical coordination towards project implementation
- Contribute in team meetings to design innovative and practical solutions to issues
- Clearly articulate Prudential's key messages to our stakeholders
- Work as a team to execute on events, thought leadership papers and projects
- Keep a clear audit trail in accordance with corporate governance guidelines
- Communicate external feedback and action points with internal stakeholders in a timely and effective way

Pre-Requisites

- Meticulous and conscientious worker
- Task-focused
- Able to work independently, and within short timelines
- Positive attitude and a curious mindset
- Ability to deal with ambiguity
- Strong research and writing skills
- Strong influencing skills
- Strong project management skills and details-oriented
- Interest in community service will be an advantage

[CUS-SUM001] 2019 Summer Internship - Digital Marketing

Job Description

The emphasis of the role will be towards supporting our digital marketing strategy and ambition for new customer acquisition and managing existing customer relationships, as well as executing brand awareness activities using digital marketing and improving ROI by looking on our customers' needs – their satisfaction and online experiences when using different digital platforms.

BAU Activities

- Assist with the execution of digital marketing action plans and strategies to help drive traffic and engagement to the website and social media profiles
- Work with other digital marketing team members, media agencies and digital agencies to plan, develop and execute campaigns on the digital medium for scaling new customer acquisitions
- Execute leads generation campaigns, and improve leads management experience within the organisation.
- Listen, analyse and deep-dive into digital and social media analytics to identify social media influencers, competitive trends and insights, and optimize performance at the platform level. Stakeholders reporting included.
- Engage with social media users and manage responses to any mentions over multiple social media channels.
- Generate and propose new content marketing ideas based on research and audience insights. Contribute to the company blog and help for content distribution
- Assist in planning, developing and executing video marketing campaigns including video/photo shoots to perform and primary video editing.
- Provide ad-hoc insights and reports to leadership regarding internal data, industry trends and e-commerce news.
- Manage and work with external agencies, internal teams such as digital, corporate affairs, compliance, operations and tech teams to plan, develop PACS' digital marketing assets including website
- Assist with general day to day administration tasks

Divisional Project

- Overall search engine optimization to drive growth in organic search traffic
- Working with customer experience team to implement website feedback and customer rating/review system

Pre-Requisites

- Positive attitude
- Good Analytical skills
- Excellent written and oral communication skills
- Should be comfortable at project management and working within tight timelines.
- Familiar with social media platforms such as Facebook, Instagram and LinkedIn
- Proficient command of MS, Excel, and PowerPoint with analytics skills
- Excellent written and oral communication skills
- Added advantage if candidate has past exposure or experience in digital marketing

[CUS-SUM002] 2019 Summer Internship - Marketing (Health & Wellness)

Job Description

The emphasis of this role will be towards supporting our health and wellness strategy and ambition for new customer acquisition and managing existing customer relationships, as well as developing our health and wellness platform and strategy for execution in 2019.

BAU Activities

- Assist with the execution of wellness project action plans and strategies to help drive traffic and engagement from targeted audience
- Assist in managing day-to-day action planning, strategies and project management
- Provide ad-hoc insights and reports to leadership regarding internal data, industry trends and e-commerce news.
- Manage and work with external agencies, internal teams such as digital, corporate affairs, compliance, operations and tech teams to plan, develop PACS' digital marketing assets including website
- Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures.
- Organizing, attending and participating in stakeholder meetings.
- Documenting and following up on important actions and decisions from meetings.
- Preparing necessary presentation materials for meetings.
- Ensuring project deadlines are met. Determining project changes.
- Providing administrative support as needed.
- Undertaking project tasks as required.
- Developing project strategies.
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
- Assess project risks and issues and provide solutions where applicable.
- Ensure stakeholder views are managed towards the best solution.
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members.
- Create a project management calendar for fulfilling each goal and objective.
- Assist with general day to day administration tasks

Divisional Project

- Health and wellness project to drive wellness strategy



Pre-Requisites

- Positive attitude
- Good Analytical skills
- Exceptional verbal, written and presentation skills.
- Should be comfortable at project management and working within tight timelines.
- Ability to work effectively both independently and as part of a team.
- Proficient command of MS, Excel, and PowerPoint with analytics skills
- Excellent written and oral communication skills
- Added advantage if candidate has past exposure or experience in marketing and/or project management

[CUS-SUM003] 2019 Summer Internship - Marketing (Brand & Sponsorships)

Job Description

The intern for this role will support the Brand & Sponsorship team in running Strategic Marketing campaigns. The Brand & Sponsorships team manages and runs strategic brand campaigns which strengthens the Prudential corporate and employer brand. The emphasis of this role will be towards providing support in the execution of the employer brand campaign which aims to move Prudential towards a preferred employer of choice in Singapore. The intern should be able to manage project timelines, should be able to interact with senior stakeholders and get various marketing collaterals approved.

The candidate will get a chance to work closely with both creative and media agencies and, with various cross functional partners across the Marketing, Compliance and HR teams. This role will get exposure to how a marketing campaign is executed from the creation of assets (e.g. photoshoot) to a 'live' campaign involving media placement in cinema, press, out-of-home and digital.

BAU Activities

- Work with other team members, media agencies and creative agencies to plan, develop and execute marketing campaigns (mainly the creation of marketing assets)
- Assist with the execution of the action plan to make the campaign 'live'
- Plan and execute various activation ranging from campus to internal activation
- Assist with general day to day administration tasks
- Be a brand custodian and ensure brand guidelines are followed on all marketing collaterals.

Divisional Project

- Manage project timelines to ensure that submission timelines are met for the campaign.
- The incumbent may be involved in other ongoing marketing campaigns being run at the time and will get a chance to project manage the campaign

Pre-Requisites

- Positive attitude
- Excellent written and oral communication skills
- Should be comfortable at project management and working within tight timelines.
- Proficient command of MS, Excel, and PowerPoint
- Past exposure or experience in marketing would be an added advantage

[CUS-SUM004] 2019 Summer Internship - Chatbot and Communications Specialist

Job Description

BAU Activities

- Collate information from various departments and review if they are suitable to be trained into the chatbot
- Simplify the language and ensure that question and answers to be trained into the chatbot have the correct context
- Build conversation flows to include disambiguation questions that will lead to a correct response
- Train the chatbot by:
 - Understanding the logical flow of the chatbot conversation training platform
 - Building a database of synonyms to build the chatbot's understanding of similar words
 - Conducting UAT testing after the chatbot has been trained
 - Deploying from UAT to production environment
- Access the chatbot dashboard daily and review the feedback received
- Review the collated feedback and call Financial Consultants to provide reassurance that we have reviewed their feedback and will take up the viable suggestions
- Follow up on any issues that we are unable to resolve
- Review of questions received and checking if these questions are getting the correct answers
- If answers are not accurate to conduct retraining of the chatbot
- Analyse user behaviour and suggest questions that can be included or fine-tuned to improve user experience
- If there are questions that are frequently asked or frequent suggestions for information that are operations based but not available in the chatbot, to collate for the next enhancement
- Work on making the chatbot more 'human' and 'friendly' i.e. by injecting a sense of humour or a more youthful way of responding to enquiries.
- Participate in UAT when building enhancements for the chatbot
- Be part of outreach activities, campaigns, demos, events and roadshows to promote usage of the chatbot
- Develop and design communication/ announcements on new enhancements using Photoshop and/or HTML

Divisional Project

- Automate the sending of EDMs via CRM
- Design and build 'about' page in HTML to be included in chatbot app
- Work on integration of chatbot with a 'live chat' platform

Pre-Requisites

- Possess strong process mindset to clarify information shared
- Detailed oriented
- Inquisitive mindset to question existing ways of doing things
- HTML, CSS, Photoshop



[CUS-SUM005] 2019 Summer Internship - Chatbot Developer

Job Description

BAU Activities

- Work with business for requirement gathering
- Work with vendors on solutioning
- Programming with Java and SQL
- Design, code and implement complex, custom-built applications
- UAT
- Troubleshooting
- Extracting of raw data to be put into PowerBI for monthly reports

Divisional Project

- Design and build a dashboard to track performance and usage of chatbot
- Integration of back end and API to build a dashboard for the chatbot to pull out data on daily usage for generation of monthly stats
- Work on integration of chatbot with a 'live chat' platform
- Redesign and integration of API for payment status in chatbot

Pre-Requisites

- Possess strong process mindset to clarify information shared
- Detailed oriented
- Excellent problem analysis skill. Innovative and creative in developing solutions
- Good understanding of different architectures, tools and languages
- HTML, SQL, Java, JS Nodes, Python
- PowerBI
- Preferably Computer Science/IT student



[CUS-SUM006] 2019 Summer Internship – Customer, Product Development & Management

Job Description

- Conduct desktop market research to help map out competitor shelf space vs our current product shelf
- Identify trends from output of research
- Design new training deck / pitch book for products
- Provide support to product team leads as and when required

Pre-Requisites

- Proficiency in Microsoft Powerpoint

[CUS-SUM007] 2019 Summer Internship – Customer Experience & Segments

Job Description

Customer Communications

The Customer Experience Management team is embarking on an exciting project – to redefine and reimagine the way we communicate and interact with customers. As an intern, you will be tasked to:

- Support the discover process for customer communications
- Help us understand current processes and flows
- Come up with new ideas and ways for interacting with customers
- Support the development of governance for the business
- Help set up foundations to ensure consistency across the organisation
- Support the delivery of service standards across the organisation

Voice of Customer Actions

We are committed to listening to our customers and understanding their needs. The internship role will also allow you to work closely with the team to act on customer feedback. This could be in the form of simple solutions to experiences that could potentially impact the business.

Pre-Requisites

- Someone who is comfortable with ambiguity and the need to shift and adapt to various business dynamics
- Positive, can do attitude with the ability to think creatively. We need new ideas and solutions.
- Proficiency in Microsoft PowerPoint and Excel.
- Good-to-Have knowledge: Creative graphic design
- Someone who is analytical with a keen interest in digital marketing
- Good-to-Have knowledge: HTML scripting and/or Google Analytics



[CUS-SUM008] 2019 Summer Internship – Events & Experiences (Distribution)

Job Description

BAU Activities

- Project managing Distribution incentive events locally & internationally
- Servicing customer relationship management for events
- Creating & planning experiences for product launches, awards and business moments
- Organizing & planning sales kickoff and sales initiative programs

Divisional Project

- Working cross functionally with customer and corporate events
- Assisting the division in event operations

Pre-Requisites

- Event experiences with CCA or external projects/part time work
- Project management experience
- Good interpersonal people skills
- Good storytelling ability
- Not your average 9-5 work expectations
- Ability to adapt to a fast-paced environment
- Able to work independently with minimum supervision
- Major in Marketing or Hospitality will be an advantage

[CUS-SUM009] 2019 Summer Internship – Events & Experiences (Customer)

Job Description

BAU Activities

- Managing Projects in the High Net Worth, Wellness & Community Investment portfolios
- Creating and managing events for staff and customers
- Managing internal stakeholder experiences like awards, appreciations and incentives

Divisional Project

- Working cross functionally with customer and corporate events
- Assisting the division in event operations

Pre-Requisites

- Event experiences with CCA or external projects/part time work
- Project management experience
- Good interpersonal people skills
- Good storytelling ability
- Not your average 9-5 work expectations
- Ability to adapt to a fast-paced environment
- Able to work independently with minimum supervision
- Major in Marketing or Hospitality will be an advantage



[CUS-SUM010] 2019 Summer Internship – Customer Experience & Segments – High Net Worth

Job Description

BAU Activities

- Supports marketing communications and fulfillment of High Net Worth (HNW) segment privileges (e.g. Welcome gifts, birthday privileges, etc.)
- Assist in customer events which include coordinating with internal stakeholders (sale channels and Events team), external vendors and managing RSVP of customers
- Liaise with internal and external vendors to prepare and check data and mock-ups for monthly communications to targeted customers
- Execute customer marketing communications (SMS and Emails) using in-house digital CRM systems

Divisional Project

- Opportunity to work on a new content marketing and engagement project for HNW segment

Pre-Requisites

- Possess good communication skills (written & spoken) and interpersonal skills
- Strong coordination and execution skills
- Able to work independently and well in an environment with tight deadlines
- A team player with positive attitude
- Good knowledge of Microsoft office applications such as Excel, CSV and Powerpoint, with interest to learn new IT applications/systems

[ACT-SUM001] 2019 Summer Internship - Corporate Actuarial (EEV)

Job Description

- Assist in Actuarial Investigation report and MAS annual and quarterly Returns
- Assist in EEV reporting
- Assist in investigation on policies and data
- Assist in automation/ enhancement of processes
- Support supervisor on other projects, including financial analysis and actuarial reporting

Pre-Requisites

- Good technical, analytical and problem-solving skills
- Experience with data processing software e.g. SQL/VBA is preferred



[ACT-SUM002] 2019 Summer Internship - Corporate Actuarial (IF Management)

Job Description

- Build and maintain databases to be used for analytics
- Assist in annual experience monitoring exercise, review the assumption and propose changes to the assumptions if applicable
- Using advanced analytics methods including statistical analysis and predictive modeling, develop insurance business solutions based upon insights from data
- Active participation in projects that allow us to utilize insights into our data to drive better financial outcomes
- Discover hidden trends/insights/embedded patterns to allow business stakeholders to make better informed decisions
- Handle queries related to the project
- Support supervisor on other special projects, including but not limited to financial KPI analysis, and communication to DVP
- Consolidate, explore and analyze data from multiple data sources within PACS.

Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred
- Good programming skills

[ACT-SUM003] 2019 Summer Internship - Corporate Actuarial (IFRS)

Job Description

- Assist in SQL enhancement and validation
- Actuarial data maintenance and model point generation for valuation
- Assist in investigation on policies and data
- Assist in automation/ enhancement of processes
- Support supervisor on other projects, including financial analysis and actuarial reporting

Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred



[ACT-SUM004] 2019 Summer Internship - Corporate Actuarial (Modelling)

Job Description

- Support the team in the annual review of the Model Point Grouping DCS program
- Assist in the review of products in the Prophet Model
- Assist in the maintenance and development of Prophet Deterministic models
- Assist in ad-hoc modelling projects

Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with Prophet is preferred



[ACT-SUM005] 2019 Summer Internship - Corporate Actuarial (PFM)

Job Description

- Assist in annual Par bonus declaration and implementation process
- Assist in request for revised benefit illustration escalated to Actuarial
- Assist in policy enquiries escalated to Actuarial
- Assist in documentation relating to Par and UL processes
- Assist in other ad hoc requests / projects relating to Par and UL business

Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with Microsoft Excel VBA is preferred



[ACT-SUM006] 2019 Summer Internship - Corporate Actuarial (RI)

Job Description

- Assist in reinsurance administrative process, not limited to design and automate reinsurance process
- Design and enforcement on controls / SOP around reinsurance system setup and changes/enhancements
- Assist in reinsurance reporting to Finance and ERM
- Answer queries related to reinsurance from Claims department
- Support supervisor on other special projects, including but not limited to financial KPI analysis, and communication to DVP

Pre-Requisites

- Good technical, analytical and problem-solving skills, with the ability to work independently
- Experience with data processing software e.g. SQL/VBA is preferred



[IT-SUM001] 2019 Summer Internship – DevOps

Job Description

The intern for this role would get an opportunity to work on Big Data Technologies including Hadoop, Spark, Kafka, Hive.

The scope of the work includes building a DevOps pipeline to deploy a BigData application using modern day tools like Bitbucket, Bamboo, Ansible, etc.

The candidate would learn about industry practices such as Continuous Integration (CI) and Continuous Deployment (CD).

Pre-Requisites

- Basic knowledge of programming and scripting is a must
- Basic knowledge of computing which includes Windows & Linux file systems
- Scripting knowledge with DOS / Bash script is a must
- Knowledge of automation tools like Ansible / Chef / Puppet would be an added advantage



[IT-SUM002] 2019 Summer Internship – Data Analytics

Job Description

The intern would get an opportunity to work on Big Data Technologies including Hadoop, Spark, Kafka, Hive.

The scope of the work includes enhancing the existing frameworks and exploring new technologies. These include Batch processing using Apache Spark and Stream processing using Kafka & Spark Streaming.

Candidate would get exposure to programming languages like Scala, Python, R.

Pre-Requisites

- Basic knowledge of computing and programming which includes Windows & Linux file systems
- Understanding of one of the programming languages like Java / C# / Python
- Scripting knowledge with DOS / Bash script would be an advantage



[FIN-SUM001] 2019 Summer Internship - Finance (Enterprise Supply Chain)

Job Description

Throughout the internship program, the successful candidate will be a key and valued member of the ESC team and will be encouraged to be creative and challenge processes by adopting a continuous improvement ethos.

BAU Activities

PACS is rolling out Coupa Source-to-Pay system in Feb 2019. The system enables real time budgetary control, improve spend management, use of preferred suppliers and contracts and drive overall process efficiency in the source to pay lifecycle.

The intern will gain experience in Procurement operations, particularly the contract management and supplier enablement space, and will support ESC Sourcing Business Partners in contract review and uploading of active contracts and catalogs in the Coupa system.

Divisional Project

One of the key success measures in Coupa S2P deployment is drive maximum supplier adoption and usage via Supplier Enablement strategy. The intern will have the opportunity to work with ESC wider team to develop strategies and recommendations across many areas covering spend analytics, process improvement, buying channels and catalog enablement through to execution.

Pre-Requisites

- Currently pursuing studies in Supply Chain Management, Operations, Business or relevant fields
- Excellent verbal and written communication skills
- Ability to work with cross-functional teams
- Has initiative and results oriented
- Ability to analyze, explain and draw conclusions based on data from multiple content areas
- Proficiency with Word, Excel and Powerpoint



[FIN-SUM002] 2019 Summer Internship - Finance Performance Management

Job Description

BAU Activities

- Prepare the management information for internal reporting purposes which includes but not limited to daily reports, information to support weekly sales forecasts, regular forecast updates to management etc.
- Be involved in the automation of the financial planning and management information systems to improve efficiency, and provide better insights to management
- Be involved in the budgeting and forecasting processes

Divisional Project

The role holder will be involved in Project Anaplan, a Finance-wide initiative to improve efficiency by extensive automation and stream-lining.

Pre-Requisites

- Reasonable computing skills (e.g. Excel, VBA, etc.)
- Good interpersonal skills and willing to learn
- Innovative and accountable
- Those who have Finance/Economics/Accounting/Actuarial background would be great



[FIN-SUM003] 2019 Summer Internship - Finance - Investment Support & Reporting

Job Description

BAU Activities

- Responsible in ensuring smooth and effective operations of daily trade dealing, settlement, pricing and corporate actions, on-time trade settlement and troubleshooting of daily investment operations issue. Any incident of error and deviation to be escalated immediately and resolved within stipulated timeline
- Responsible to ensure all unit holding are reconciled on time and any discrepancies are resolved promptly
- Responsible to ensure investment receivables and payables due are followed up and settled within stipulated timeline
- Assist with maintaining fund holidays exercise in system
- Support in any other assigned task as and when necessary

Divisional Project

- Participate in on going fund closure/restructuring projects

Pre-Requisites

- Sound technical financial knowledge
- Good understanding of accounting standards and requirements
- Good understanding of fund accounting and/or investment operations
- Experience with AS400 and/or SUN accounting system
- Detailed and Meticulous
- Strong analytics skills



[FIN-SUM004] 2019 Summer Internship - Finance - Finance Operations

Job Description

BAU Activities

- Ensuring accurate processing of Insurance payments and stop payments are completed and queries are resolved.
- Responsible for processing of Vendor, intercompany and Staff payment and other miscellaneous AR
- Support keeping of general ledger, schedule and reconciliations are completed timely and in accordance to the policy and standard set
- Ensure all transactional document, standard operating procedures and file notes are filed properly while observing the Company's retention policy
- Support tasks assigned on ad hoc basis

Divisional Project

- Support UAT for bank reconciliation automation project
- Support the current state process assessment for transformation under Project Panadol
- Support UAT for FP&A Tools
- Support other BAU enhancement and initiative project for process improvement/efficient drive
- Support project role out activities

Pre-Requisites

- Students with working experience in any area
- Proficiency in Excel
- Knowledge in Access will be an added advantage
- Versatile and able to think out of the box

[FIN-SUM005] 2019 Summer Internship - Finance - Tax

Job Description

BAU Activities

During the internship period, you will receive the opportunity to:

- Learn about and appreciate Singapore corporate tax rules through supporting the tax reporting cycle
- Support the preparation of certain schedules to be included in the tax returns to the authorities.
- Assist with fulfilling any tax requirements imposed by foreign jurisdictions to minimise the Company's exposure to foreign withholding taxes
- Support group tax reporting cycle
- Project management support for ongoing GST project
- Support the Company's FATCA/CRS returns filing process

Divisional Project

- Interfund streamlining project

Pre-Requisites

- Excellent communication, interpersonal and problem-solving skills
- Meticulous and able to handle details and numbers.

[HR-SUM001] 2019 Summer Internship - HR – Learning & Development / Culture

Job Description

BAU Activities

- Able to independently analyse and extract feedback towards presentation/insight of information based on diagnostic surveys
- Comfortable with the design of internal communication & integrated assets (EDMs, videos, presentation, online survey design) as a means to capture employee feedback in a fun, interactive fashion reflective of the open & innovation workplace culture
- Support project management on culture, L&D related programmes/sessions – provide close event & project preparation & execution, engaging with employees/participants
- Support communications and coordination with internal/external employees, vendors & stakeholders on programmes, workshops, activities

Divisional Project

- Organisation wide Values Survey Diagnostics – Analyses, Insights, Reporting
- Prudential Staff Recognition Club (SRC)
- L&D company-wide Learning Needs Analysis (LNA)

Pre-Requisites

- Structured, analytical with aptitude for project management
- Hands-on event management skills – comfort with simple graphic design around internal communication assets (e.g. EDMs, videos) is advantageous
- Good Collaboration skills and an effective team player
- Excellent communication skills, both written and verbal, ability to communicate effectively and manage stakeholders
- Organised, methodical thinker with the ability to prioritise tasks
- Comfortable with MS Office suite in particular PowerPoint (presentation decks) and Excel (analyses/data extracts, validation & insights)



[HR-SUM002] 2019 Summer Internship – HR Operations

Job Description

- Exposure to the process improvements including UATs, opportunity to enhance processes through step-by-step guide
- Review and Refresh our first HR Chatbot's question bank
- Contribute in enhancing new hires onboarding's employer value proposition
- HR Operations data quality checks & governance
- Exposure to critical HR Operations processes such as P-filing on the DokMee systems
- Other ad-hoc projects

Pre-Requisites

- Possess strong process mindset to clarify information shared
- Detailed oriented
- Inquisitive mindset to question existing ways of doing things

[HR-SUM003] 2019 Summer Internship – HR Process Improvement

Job Description

BAU Activities

This internship will be attached to the HR Centre of Excellence, Process Improvement team. In this role, you will be on the job training and assist in the following area:

- Track and manage process improvement projects to ensure progress meets delivery plan.
- Understand the current and future state process and draw out the process flow.
- Assist to collate the list of HR policies and work with respective stakeholders to review the policies.
- Draft the future state HR standard operating processes.
- Assist in HR operations process review.
- User acceptance test for HRIS enhancement.
- Implementation support to ensure process compliance
- May have an opportunity to gain exposure in HR business partnering

Divisional Project

- Member of Simplification value stream to brainstorm for ideas
- Help to follow through projects with data collection, stakeholder buy-in and implementation

Pre-Requisites

- Must possess high level of drive and resourceful with driving initiatives
- Customer-centric and effective interpersonal skills.
- Good collaboration skills and an effective team player
- Organised, methodical thinker with the ability to prioritise tasks



[HR-SUM004] 2019 Summer Internship – HR Analytics

Job Description

1. Participate in and support HR analytics projects to provide insight for better decision making.
2. Brainstorm, discuss and plan various possible analytics approach to practical issues.
3. Support data preparation, qualitative/quantitative analysis, data visualization

Pre-Requisites

Excel proficiency at least. Knowledge of SPSS/SAS, Tableau, and "R" would be beneficial, although not compulsory

[HR-SUM005] 2019 Summer Internship – HR Talent and Performance

Job Description

You'll have the opportunity to be involved in projects, activities and events that will:

- Enhance our company's performance management
- Build an open feedback culture
- Engage and develop our company's Talents

These include:

- Rollout of a new competency framework to all employees as part of performance management:
 - Create content for microsite, workshops and e-learning
 - Organize and create interactive learning activities
- Rollout of a new feedback mobile application for all employees
- Plan and execute programmes and events to engage and develop our company's high potentials (Talents)
- Create communication content to employees for the launch or implementation of projects, programmes and/or events
- Prepare materials for talent and performance management on an ad-hoc basis

Pre-Requisites

- Strong verbal and written communication skills
- Strong interpersonal skills
- Proficient with Microsoft Office tools (Excel, PowerPoint etc.)
- Meticulous and has an eye for detail
- Resourceful and can work independently
- Team player and collaborative
- Experience in creating and editing videos is preferable



[HR-SUM006] 2019 Summer Internship – Talent Acquisition

Job Description

- Administrative support for Campus Hiring activities such as extracting and collating data or candidate information and maintaining records on the system
- Event coordination for Campus, Recruitment and EVP/Employer Branding related events
- Track and Chase activities for Suppliers Management, including but not limited to Contracts and Invoicing
- General admin support to the Team in areas like reporting, requisition Management and interview coordination

Pre-Requisites

- Proficient with Microsoft Office tools especially Excel and PowerPoint
- Meticulous and has an eye for detail
- Resourceful and can work independently
- Team player and collaborative

[INV-SUM001] 2019 Summer Internship - Investments

Job Description

The individual will work with the manager in developing and implementing the database infrastructure and system for the external manager monitoring function within the Investments team

This will entail, among others –

- Collation of external manager related data as well as verification of accuracy of information collected
- Automation of the computation of various financial metrics used in performance and risk monitoring
- Development and design of a system to feed manager related data monthly into the database with the final output being a performance and risk monitoring report on every external manager
- Testing of the system and troubleshooting bugs and issues

Pre-Requisites

- Programming knowledge in VBA, R, C++, Matlab
- Ability to write efficient code, including proficiency in Access or SQL
- Highly proficient in Excel and Bloomberg
- Attention to detail and desire to probe further into data
- Knowledge and interest in Finance
- Preferably an individual working on Double Major in Finance/ Computing/ Mathematics (Year 3 or final year)
- CFA level 1 preferred



[INV-SUM002] 2019 Summer Internship – Investment Services

Job Description

- Assist in aggregation of raw data from multiple sources to generate performance reports for both Linked and Non-linked funds.
- Support in data extraction from in-house system and analysing the raw data.
- Support manager in preparation of investment/risk/management reports.
- Involvement in operational matters such as, but not limited to, preparation of proxy voting documents, addressing operational queries from internal and external stakeholders such as custodians, Finance department, Fund managers, etc.
- Assist in any fund administration/operations matters as required

Pre-Requisites

- Keen interest in middle to back office Investment functions within the Insurance industry is a must
- Curious mindset to understand risk reporting, performance reporting and investment-Operational trade cycle within the insurance industry
- Banking and Finance, Accounting or relevant studies



[OPS-SUM001] 2019 Summer Internship - Life Operations (Enterprise Solution Claims)

Job Description

- Briefed on the concept of Insurance and the various functions within Life Operations in particularly on Claims.
- Exposed to adjudication and hands on experience of processing simple medical claims.
- Support the administration of Minor (Accident & Medical) and Enterprise Solution (ES) Claims in the following areas:
 - Prepare and monitor medical report requests sent to medical practitioners and ensure timeliness and periodic follow-ups on such outstanding requests.
 - Hospital recovery: Identify and record all claims transactions whereby refund payments were received from medical institution. Adjustment in accounting records is to be completed after crediting of the refund payments into the specific claim transaction and accounts.
 - Compilation of daily ES claims documents received via claims portal or manual submission for distribution to claims assessors.
 - Record and compile list of ES insured members required for updating in the system by the Policy Administration team.

Pre-Requisites

- Good communication and interpersonal skills
- Proficient in MS Office – Word, PowerPoint, Excel, Outlook

[OPS-SUM002] 2019 Summer Internship - Life Operations (Major Claims)

Job Description

BAU Activities

- Follow-up on outstanding medical reports, grants, handling of cheques, etc.
- Review letter template for all claim type, including Enterprise Solutions (ES)
- Check for completeness of claim documents
- Update claim forms
- Extract benefit definition for living claims and benefit formula for death claims
- Preparation of settlement letter for simple cases
- Provide back-up support to administrative staff for registration of claims, clinical search, instalment claims, etc.

Divisional Project

- Review policies with untraceable claimant
- Revamp ES claim forms

Pre-Requisites

- Good communication and writing skills, able to work independently, meticulous, able to work within deadlines given
- Proficiency in computer applications (Microsoft Word and Excel)

[OPS-SUM003] 2019 Summer Internship - Life Operations (New Business / Enterprise Solutions)

Job Description

BAU Activities

- Validating of supporting documents submitted for processing
- Support the renewal / new business team in policy administration and issuance of policies
- Provide timely support and services to Financial Consultants and customers
- Handling of mailbox enquiries, ensuring that emails received are attended to within SLA set
- Liaise with internal stakeholder to ensure applications are incepted promptly
- Preparation of ad-hoc reports for management team
- Administrating corporate policies from new business to renewal
- Support financial consultants and partners for pre and post sales enquires

Divisional Project

- OMNI system involvement.
- Gathering business requirements.

Pre-Requisites

- Prefer students who are good in Excel and if possible macros.
- Keen learner and able to work independently
- Customer-oriented, with good interpersonal and communication skills
- Meticulous, able to process requests with accuracy and meet service standards
- Effective co-ordination and communication with stakeholders
- Ability to multitask in a fast-paced and challenging environment
- Possess a strong customer centric personality and mindset
- Flexible and adaptable to change

[OPS-SUM004] 2019 Summer Internship - Life Operations (PruShield Claims)

Job Description

This role entails opportunities in the following areas:

- Get briefed on the concept of Insurance and the various functions within Life Operations in particularly on Claims.
- Exposed to adjudication and hands on experience of processing simple medical claims.
- Support the administration of PruShield Inpatient and Pre/ Post Hospitalisation Claims in the following areas:
 - Prepare and monitor medical report requests sent to medical practitioners and ensure timeliness and periodic follow-ups on such outstanding requests.
 - Hospital recovery: Identify and record all claims transactions whereby refund payments were received from medical institution. Adjustment in accounting records is to be completed after crediting of the refund payments into the specific claim transaction and accounts.
 - Follow-up on reminders on medical report requests and outstanding documents from claimants

Pre-Requisites

- Good communication and interpersonal skills
- Proficient in MS Office – Word, PowerPoint, Excel, Outlook

[OPS-SUM005] 2019 Summer Internship - Operations (Customer Management)

Job Description

The primary role is to support data analysis as well as to develop a new policy servicing reporting framework within the Customer Management Department

BAU Activities

- Understand the policy servicing operation (POS) of Customer Management and propose key metrics needed for trend analysis to the team leaders
- Collate data from various teams within Customer Management to form valuable insights on opportunities and threats
- Maintain and enhance the data analysis and reporting framework after setup.
- Review the collated feedback from team leaders and enhance the reporting framework

Divisional Project

- Design and setup POS management report framework using PowerBI

Pre-Requisites

- Have an analytical mindset
- Able to use data to derive insights on trends
- Skills in PowerBI and Excel formulas are preferred. Otherwise, candidate will be required to learn PowerBI and Excel formulas on-the-job



[OPS-SUM006] 2019 Summer Internship – New Business Underwriting

Job Description

- Processing new business applications, including basic underwriting activities
- Participating in system enhancement & process improvement projects
- Process requests received from customers/agents/bankers according to internal guidelines set
- Provide timely support and services to Financial Consultants and customers
- Preparation of ad-hoc reports for management team
- Liaise with internal stakeholder to ensure applications are accepted promptly

Pre-Requisites

- Keen learner and able to work independently
- Customer-oriented, with good interpersonal and communication skills
- Meticulous, able to process requests with accuracy and meet service standards
- Effective co-ordination and communication with stakeholders
- Ability to multitask in a fast-paced and challenging environment
- Possess a strong customer centric personality and mindset
- Flexible and adaptable to change
- Proficient in MS Office

[OPS-SUM007] 2019 Summer Internship – Operations Enterprise Solutions

Job Description

- Validating of supporting documents submitted for processing
- Support the renewal / new business team in policy administration and issuance of policies
- Provide timely Support and services to Financial Consultants and customers
- Handling of mailbox enquiries, ensuring that emails received are attended to within SLA set
- Liaise with internal stakeholder to ensure applications are accepted promptly
- Preparation of ad-hoc reports for management team
- Administering corporate policies from new business to renewal
- Support Financial Consultants and partners for pre and post sales enquires
- At the end of the internship, the intern will develop an understanding of employee benefits in an insurance context for new business and renewal with exposure to various processes and tools used in the day to day operations.

Pre-Requisites

- Good in Excel and if possible Macros as well
- Keen learner and able to work independently
- Customer-oriented, with good interpersonal and communication skills
- Meticulous, able to process requests with accuracy and meet service standards
- Effective co-ordination and communication with stakeholders
- Ability to multitask in a fast-paced and challenging environment
- Possess a strong customer centric personality and mindset
- Flexible and adaptable to change

[TRF-SUM001] 2019 Summer Internship – Transformation – Process Improvement

Job Description

- Work with the cross-functional teams on strategic initiatives to understand the operating processes
- Document end to end 'as-is' (current) processes to identify areas of improvement
- Identify ways of re-engineering existing processes / developing new processes to achieve the intended outcomes in an efficient manner
- Document end to end 'to-be'(future) processes
- Ensure regular communication with key stakeholders, understand any key concerns in how the initiative is being delivered or any risks/issues that have either not yet been identified or are not being progressed
- Ensure dependencies and challenges (risks) are escalated and managed
- Escalate critical issues to the Process Improvement Specialists and Lead

Pre-Requisites

- Ability to document business processes using MS Visio or business process mapping tools.
- Ability to identify opportunities for change leading to higher efficiencies.
- Hands-on project management skills
- Business acumen, good collaboration skills and an effective team player
- Excellent communication skills, both written and verbal, ability to communicate effectively and manage internal stakeholders
- Organised, methodical thinker with the ability to prioritise tasks



[DIST-SUM001] 2019 Summer Internship – Learning & Development (Distribution)

Job Description

BACKGROUND

At Prudential, we have a very clear purpose: we're innovating to help everyone live well. We aspire to deliver awesome experiences for our customers, people, and partners. By leading in innovation, we believe that we can rapidly make the greatest difference for all. Although we're quite proud of our 87-year history in Singapore, we don't think of ourselves as a traditional insurer. Rather, we're a wellness company that's shaping the future of insurance.

Our values inform everything we do. Innovation is our 'hero' value, but it's closely followed by collaboration, accountability, trust, and empowerment. These five values are woven into the fabric of our culture. They're featured throughout the office. They're discussed at our leadership team meetings. They're factored into our performance reviews. They're included in our 360-degree feedback exercises. And they're celebrated at our biannual, company-wide town hall gatherings.

In the Distribution Division, we insist on an advice-led sales process and look after our nearly 5,000-strong agency force, our bancassurance partnerships with UOB and Standard Chartered, and our ever-expanding group of new partners. A recent reorganization has invigorated the team and placed a renewed emphasis on learning and development. While the L&D team has conventional responsibilities, we're also determined to solve for these two design challenges:

- (1) How might we empower our producers to be the most confident, noblest versions of themselves; and
- (2) How might we cultivate an identity that is 'distinctly Prudential' and one to be proud of?

We're making fundamental shifts from training our producers to empowering them; from death-by-PowerPoint trainings to experiential, activity-based ones; and from simply focusing on knowledge and skills to intentionally shaping desired behaviours.

All of this and more is outlined in our L&D Manifesto. We won't rest until we've set a new global standard in corporate learning. To advance this mission, we're seeking a passionate, purposeful, and self-driven individual to be one of us. Read on to learn more.

JOB EXPECTATIONS

This job is like being an apprentice – a role that's steeped in the centuries-old tradition of providing platforms for early-career employees to learn and grow in a discipline. However, in this case, the platform is not in service of a narrow, specific vocation (i.e., shoemaker, baker, gunsmith, cobbler, etc.); rather, it's in service of a broader aim to develop leadership aptitudes, problem solving skills, and strong work ethics. Further, just as



the old-school apprentice had to run errands and do seemingly menial tasks, this job will have similar assignments. But each one will have purpose and method to its madness. If you're ok with that, and if you're keen to be stretched, then here's what we'd ask of you as one of our interns –

- + Participate in special projects that reimagine corporate learning. On a visit to a NASA facility in the 1960s, U.S. President John F. Kennedy asked a blue-collar worker to describe his job. The man, a janitor, famously responded: Sir, I'm helping to put a man on the moon. On the L&D team, every project, no matter how small or seemingly insignificant, is in service of the two design challenges mentioned earlier. We must deploy our A-team on every project, ensure that it's properly framed, managed, resourced, and focused on delivering desired outcomes. You will have a part to play.
- + Support the planning and execution of events and experiences. Last year, we provided almost 80,000 continuing professional development hours and hosted each member of our nearly 5,000-strong agency force at least once if not multiple times. With that much face time, we must be smart and well prepared when it comes to planning and hosting our many events. You will help with that, and have a front row seat to observe what it takes to surprise, delight, and deliver awesome learning experiences.
- + Facilitate learning experiences alongside our Learning Catalysts. Our Learning Catalysts are meant to do exactly what their title suggests: to catalyze learning. As they're delivering our learning experiences, they'll have their hands full leading and managing group-based activities. Thus, we must support them with setup and teardown and everything in between so that they can focus less on logistics and more on the learning experience. You may also have occasion to lead a small activity yourself.
- + Research various subjects and provide insights and recommendations. We are determined to solve for the design challenges mentioned. Much is being asked of our entire team on a day-to-day basis as they build and deliver our revamped programming, all whilst growing their own capabilities. Time is therefore a scarce resource. Nevertheless, we must find time to look far and wide for inspiration – to read about industry best practices, to look for parallels in other industries and disciplines, and to consider alternative approaches that continually challenge status quo.

Let's be honest. We're in the throes of transforming the way we do business and reinventing one of Asia's most recognised brands. There are many moving pieces; and there's never a dull day. You won't be alone in any of this work. We've got teammates with deep technical expertise as well as those from a range of industries, sectors, and disciplines. We've got a mandate from our CEO to create something new. And most of all, we've got the high hopes and expectations of thousands of our financial consultants who want to be better equipped to help everyone live well.



Pre-Requisites

CANDIDATE PROFILE

We'd love to find a unicorn. If you're capable of everything outlined below and more, or if you've got a better way to think about this job description than we do, then please get in touch forthwith. Make as much noise as possible to catch our attention. Otherwise, as the more prudent folks in HR would advise, we'll consider candidates from all educational backgrounds with a mix of these talents —

- + Curious. You're curious about how the world works. You like to stay abreast of current affairs. You're always reading, asking questions, and discovering more.
- + Generalist. Sure, you've been educated in a specific discipline, but that's not limiting. You're a jack-of-all-trades that has a knack for connecting dots.
- + Proactive. You aren't a wallflower. When you see something, you say something. If you have a suggestion, you offer it. You've got a bias for action and against status quo.
- + Writer. You're never fully satisfied with your writing, so you write a lot and try to get better at articulating thoughts and concepts in written form with impeccable style.
- + Collaborator. You can work with a range of stakeholders. You can build on the ideas of others and always adopt a can-do attitude. Your involvement is actively sought after.

Look, we're realistic. Unicorns are hard to come by. Please apply even if you're not sure you've got all those talents in spades ... so long as you're intrigued by the prospect of reimagining corporate learning. This role will be mentored by the most senior members of our team, so you must be eager to contribute, learn, and grow.

Other preferred qualifications include leading student government and clubs, working for your school newspaper or yearbook, and/or doing community service. There's no specific experience required, as we'll assess your candidacy more on what you've done and have the potential to do, and less on your type or length of experience.