



# DISCOVER:

## Poly Internship Programme 2020 (Mar - Aug)

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# [CEO-PI1001] 2020 Internship Programme

## CEO's Office: Innovation

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### Job Description

#### BAU Activities

- Work with the Innovation team to roll out company-wide initiatives on entrenching innovation culture and capabilities in Prudential Singapore
- Unique opportunity to build game-changing innovation-related projects and manage engagement events
- Lead on innovation-driven community projects with external stakeholders

#### Divisional Project

- Select from a range of Innovation projects, and see one of them through end to end as a team member.

#### *Role Type A*

The Innovation Team in Prudential handles a wide range of programmes, targeting both internal culture transformation and external community partnership with the wider innovation community such as educational institutions, startups, developers etc. In this role, you will have access to senior-level stakeholders, and assist in:

- Executing ongoing programmes
- Driving engagement with employees, internal and external communities via related community initiatives and events
- Researching on the innovation ecosystem which Prudential will operate in
- Shaping and proposing new initiatives for the Innovation team

#### *Role Type B*

The Innovation Team is also looking for data analysts, helping with various data and machine learning initiatives, and UX prototyping. Along the way, you will learn about design thinking, innovation management and data analytics. Live projects include building an AI sales prediction tool, human resource analytics, establishing a data sandbox, etc.



The following skillsets will be favourably regarded:

- Prototyping
- Research
- Basic HTML5, CSS and JavaScript
- Data analytics and visualisation tools like Excel VBA, Tableau, Qlik Sense, Power BI, Mode Analytics
- Learn design thinking
- Learn innovation management
- Project management
- UX/UI
- Data Analytics
- Exposure to emerging tech

## Pre-Requisites

- Ability to work in a fast-paced environment and manage ambiguity
- Great attitude and a team player
- Familiar with emerging technologies (or willing to pick up quickly)
- To have one or more of these skill sets: programming/ data science/ gamification/ community mobilization/ business/ start-up



# [CUS-PI1001] 2020 Internship Programme

## Customer: CX & Segments

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### Job Description

#### BAU Activities

- Execute customer marketing communications (SMS and Emails) using in-house digital CRM systems (eg. Salesforce)
- Supports marketing communications and fulfillment of HNW and Affluent segment privileges (eg. 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.

#### Divisional Project

- Opportunity to work on new digital cross-selling marketing campaigns to upgrade customers across Affluent and HNW segments.

### Pre-Requisites

- Knowledge in HTML coding and proficient in working with data
- Good knowledge of Microsoft office applications such as Excel and Powerpoint, with interest to learn new IT applications/ systems.
- Possess good communication skills
- Strong coordination and execution skills
- Able to work independently and well in an environment with tight deadlines
- A team player with positive attitude

# [CUS-PI1002] 2020 Internship Programme

## Customer: Events

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### Job Description

#### BAU Activities

If creating memorable event experiences is what you are looking for while honing your projects/ event management skills in a dynamic and fast-paced corporate environment, you may be just who we are looking for.

- Conceptualising events based on the brief given
- Collaborate and work closely with internal & external event stakeholders to ensure event objectives are met
- Co-Lead and manage events with minimal supervision
- Manage appointed event organisers to deliver the unique experiences
- Assist in managing events budget efficiently
- Provide creative input into events programmes - inject fresh ideas to raise the bar for events
- Manage and execute all necessary details relating to events convention.
- Manage and observe planning timeline and deadlines

#### Divisional Project

- Work on SRC activities to improve and enhance the programme.

### Pre-Requisites

- Excellent spoken & written English and able to converse in Mandarin
- A sparkling, dynamic and enthusiastic personality with excellent interpersonal skills
- Willing to take up new challenges, self-motivated and a problem solver
- Able to adapt to rapidly changing circumstances
- Be a team player and yet be able to work independently
- Creative, attention to details and able to multi-task
- Ability to use Microsoft Office Suite
- Willing to work outside normal office hours, weekends and public holidays when necessary



# [CUS-PI1003] 2020 Internship Programme

## Customer: Digital Proposition

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### Job Description

#### BAU Activities

This is a very exciting opportunity to work on a key strategic project for Prudential Singapore which will drive customer retention and engagement. We are on a journey to create meaningful customer lifecycle programs which will help us drive cross-sell and retention and deepen our engagement with our existing customers. It will bring alive our purpose of “Innovating to help everyone live well”. You will work closely with the team which is driving the project and will get a chance to fully immerse yourself in the initiative.

- Provide support in the strategy development, running and optimizing cross-channel lifecycle engagement programs to drive growth and retention for existing customers.
- With a high degree of understanding in segmentation and personalization, you will also partner with the Analytics, Distribution, Marketing and Product team to identify the customer journeys, content and messaging for customers to provide the best, most relevant experience every step of the way.
- Implement, test, track and measure the programs in Salesforce Marketing Cloud
- Edit and proofread copy and provide creative content feedback for program materials
- Ensure that the organisation’s brand and identity is adhered to in campaigns and in all communication channels
- Deliver regular reports of program results, including web analysis and evaluation of KPIs
- Maintain regular measurement of the ROI of the programs
- Collect and use data to inform new programs and the evaluation of existing campaigns

#### Divisional Project

- Provide support for the development of rewards and engagement for our wellness mobile application

### Pre-Requisites

- Positive attitude
- Strong 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 Office

# [CUS-PI1004] 2020 Internship Programme

## Customer: Digital Engagement Wellness

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### Job Description

#### BAU Activities

This is a very exciting opportunity to work on a key strategic project for Prudential Singapore which is X-functional, technology related, will build something new and would flex your brain muscles. We are on a journey to create something which will help us deepen our engagement with our target market and also help us acquire new customers. We will bring it to life in the form of a mobile application, but it is so much more than just an app. It will bring alive our purpose of “Innovating to help everyone live well”. You will work closely with the team which is driving the project and will get a chance to fully immerse yourself in the initiative. Provide support in the strategy development, running and optimizing cross-channel lifecycle engagement programs to drive growth and retention for existing customers.

- Manage the set-up of a rewards program for the wellness proposition
- Collaborate with key stakeholders on the development and execution of wellness strategy and project to help drive traffic and engagement from target audience
- Managing day-to-day action planning and project management
- 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.
- Providing administrative support as needed.
- Assess project risks and issues and provide solutions where applicable.
- Ensure stakeholder views are managed towards the best solution.

#### Divisional Project

- Provide support for the development of always-on lifecycle programs to drive retention and financial needs analysis





## Pre-Requisites

- Positive attitude
- Strong 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 Office



# [CUS-PI1005] 2020 Internship Programme

## Customer: Digital Marketing

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### Job Description

We are looking for 2 suitable interns to support our digital marketing strategy & ambition for new customer acquisition and managing existing customer relationships.

The emphasis of role will be towards 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.

The candidate will work closely with cross functional partners across the Marketing, Digital, Compliance, Legal, and IT teams.

This role will get exposure to different digital marketing techniques but not limited to Search Engine Optimisation, Search Engine Marketing, Conversion Rate Optimisation, Performance Marketing, Social Media Marketing, Online Reputation Management, Mobile Marketing, Video Marketing, Web Analytics and Website Optimisation.

### 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.



# [CUS-PI1006] 2020 Internship Programme

## Customer: Analytics

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### Job Description

#### BAU Activities

- Assist with BAU reporting and ad-hoc data extraction requests from various business stakeholders across the company
- Assist with the development and implementation of databases, data collection systems, data analytics and other strategies that optimize statistical efficiency and quality
- Identify, analyze, and interpret trends or patterns in complex data sets
- Filter and “clean” data by reviewing computer reports, printouts, and performance indicators to locate and correct code problems
- Acquire data from primary or secondary data sources and maintaining databases

#### Divisional Project

- Build an unsupervised clustering model under guidance
- Design a Business Intelligence (BI) dashboard with analytical insights under guidance

### Pre-Requisites

- Passion in big data and analytics technologies as well as their relevant applications in the insurance industry
- Ability to communicate clearly and concisely; both verbally and in writing
- Ability to work effectively on projects within a collaborative team environment
- Ability to complete tasks with accuracy, strong attention to detail and in a timely manner



# [DIS-PI1001] 2020 Internship Programme

## Distribution: Leads Management

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### Job Description

#### BAU Activities

- Develop collaterals and execute communication plans for campaigns
- Be the brand guardian and ensure tone of message is appropriate and collaterals are in adherence to guidelines.
- Manage the digital assets including displays at Scotts and Fuji Xerox Tower offices and websites by collaborating closely with all content providers to ensure contents are updated timely

#### Divisional Project

- Channel marketing campaign on Q4 incentive to Agency Force

### Pre-Requisites

- Degree in mass communications or related fields of study
- Excellent command of spoken and written English
- Creative and proficient with Photoshop and Illustrator
- Meticulous
- A good team player
- Able to excel in a fast-paced environment



# [DIS-PI1002] 2020 Internship Programme

## Distribution: Enterprise Business Solutions

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### Job Description

#### BAU Activities

- Oversee and manage renewal administration
- Manage generic mailbox
- Provide administrative support to Engagement Managers
- General administrative duties including but not limited to filing, scanning, preparation of documents, mails & courier arrangement.
- Maintain accurate records of office administration matters
- Ad-hoc duties as assigned

#### Pre-Requisites

- General administration
- Team player with good communication and interpersonal skills
- Excellent organization skills
- Independent to work with limited supervision
- Able to prioritize works and perform under pressure
- Experience in Insurance Industry will be added advantage



# [FIN-PI1001] 2020 Internship Programme

## Finance: Finance Operations

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### Job Description

#### BAU Activities

- BAU processing of Insurance payments and stop payments are completed and queries are resolved.
- BAU processing of Vendor, intercompany and Staff payment
- BAU 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, SOP and file notes are filed properly while observing the Company's retention policy.
- Support tasks assigned on ad hoc basis

#### Divisional Project

- Support the current state process assessment for transformation under Project Panadol, IFRS, product Development
- 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,
- Good in excel,
- Knowledge in Access will be added advantage,
- Versatile
- Able to think out-of-the-box



# [FIN-PI1002] 2020 Internship Programme

## Finance: Corporate Services

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### Job Description

Corporate Services is a function responsible for:

- Managing procurement activities and sourcing decisions by bringing relevant supply chain intelligence and strategic frameworks to foster innovation, competitiveness and alignment with company objectives and policies.
- Vendor Management and Outsourcing management
- Workplace services

The placement is for a Strategic Project Support intern. This is an exciting opportunity for the intern to be part of Corporate Services Transformation journey and support the delivery of the Systems and Process pillars of the Procurement Transformation journey.

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

### BAU Activities

PACS rolled out Coupa Source-to-Pay system in March 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, in particular in 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. The intern will also come in to support vendor onboarding and due diligence activities that are critical to ensure compliance to regulatory requirements.

### 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 a number of areas covering spend analytics, process improvement, buying channels and catalog enablement through to execution.





Not only that, the intern will get a chance to support and undertake projects to support the Corporate Services transformation journey to world class. Areas could include workplace strategy implementation for agency force, process streamlining exercise to enhance user experience, communication strategy, etc.

## 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-PI1003] 2020 Internship Programme

## Finance: Performance Management

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### Job Description

#### BAU Activities

The role holder will be required to assist the Lead of Finance Performance Management to:

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

#### Divisional Project

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

### Pre-Requisites

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



# [FIN-PI1004] 2020 Internship Programme

## Finance: Controllership, Investment Support and Reporting

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### 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
- Participate in process improvement/ automation
- 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
- Participate in system upgrade UAT

### Pre-Requisites

- Possess strong process mindset to clarify information shared
- Detailed oriented and meticulous
- Inquisitive mindset to question existing ways of doing things
- Strong analytical skills
- Good understanding of accounting standards and requirements
- Sound technical financial knowledge



# [FIN-PI1005] 2020 Internship Programme

## Finance: Controllership, Finance Governance

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### Job Description

#### BAU Activities

- Manage, analyse and provide recommendation on budget requests for company wide strategic projects
- Follow up on completed projects to ensure deliverables and spend are accounted for.
- Participate in governance meetings to understand risks/issues faced by business.
- Review and manage emerging risks or reported incidence from within Division
- Perform quality assurance checks on financial data to ensure compliance with regulatory requirements.

#### Divisional Project

- Assist in the on-going training and refinement of budget/forecast system
- Assist in the development and implementation of project budget planning and forecasting in Anaplan.

### Pre-Requisites

- Meticulous and strong organizational skills
- Strong communication skills, both verbal and written
- IT Skills in MS Office



# [FIN-PI1006] 2020 Internship Programme

## Finance: Actuarial Pricing

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### Job Description

#### BAU Activities

- Assist in the preparation of actuarial pricing work
- Assist in group quotation pricing
- Support product launch such as system implementation
- Provide support in customer queries
- Assist in automation and enhancement process
- Other ad-hoc projects

### Pre-Requisites

- Strong problem-solving and analytical thinking skills
- Effective verbal and written communication, time management and organisation skills
- Self-starter and able to work independently
- Excellent team player
- Proficient with Microsoft Office tools, e.g. Excel and Words
- Experience with data processing software, SQL/VBA, is preferred

# [HR-PI1001] 2020 Internship Programme

## Human Resources: HR – Culture & Learning

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### Job Description

#### BAU Activities

- Proficient in design 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 data preparation, qualitative/quantitative analysis, data visualization from organisational-wide Values Survey
- Analyse and identify insights towards presentation of and conceptualise storyboarding based on diagnostic surveys
- Support project management on culture related programmes/sessions – provide close event & project preparation & execution, engaging with employees/participants
- Support in designing of learning materials for the LMS system and programs
- Independently on learning experiences and manage on-site from start to end, working collaboratively with stakeholders within the organisation
- Manage workshop set up and attendance tracking

#### Divisional Project

- Organisation wide Values Survey Diagnostics – Analyses, Insights, Reporting
- Organisation-wide Create Something New Engagement – Internal communications
- Organisational People Strategy / Planning & Design

### Pre-Requisites

- Structured, analytical with aptitude for project management,
- Able to think independently, analyses, conceptualise data
- Able to engage, influence with stakeholders
- 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-PI1002] 2020 Internship Programme

## Human Resources: Talent Acquisition

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### 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

# [HR-PI1003] 2020 Internship Programme

## Human Resources: HR - WorkPLAYce Engagement

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### Job Description

This role contributes to the overall WorkPLAYce culture that is in line with our purpose of innovating to help everyone live well.

You will provide support to both Staff Recognition Committee (WorkPLAYce SRC), Diversity & Inclusion Committee (D&I) and Culture teams

Responsibilities include but not limiting to:

#### Design & Copywriting

- Creation of EDMs and other required artwork from concept to design layout, copywriting and final production. Collateral includes EDMs, posters, table talkers etc.
- Plan and execute integrated communications plan across all corporate platforms.
- Work closely with committees to produce the required design that is relevant to the concept and messaging
- Assist in sourcing of event gifts as and when required
- Film and edit short internal videos as part of the promotion of initiatives.

#### WorkPLAYce SRC

- Work closely with committee on planning of SRC monthly classes and activities
- Responsible for daily SRC classes happening in the space including liaison with events company on part timers/ trainers/ speakers and ensuring class is run smoothly daily.
- Managing and sending calendar invites to participants who express interest in the classes on a weekly basis
- Managing daily SRC class attendance – coordinating and confirming attendance with participants on the day itself (or before cancellation date)
- Communication with both internal and external parties including handling of staff requests to change, amend or join classes/ events
- Contribute ideas to increase class participation and activities
- Support committee during preparation and on-site execution of events where required.
- Sourcing for new partners / partnership opportunities





- Manage any ad-hoc tasks
- Community management and engagement.
- Strengthen the SRC framework and proposition via iterative changes and internal marketing campaigns.

#### Diversity and Inclusion Committee

- Design Support (collaterals) for the D&I committee.

#### Culture

- Design Support (collaterals) for the Culture team.



# [HR-PI1004] 2020 Internship Programme

## Human Resources: People Business Partner

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### Job Description

You'll have the opportunity to gain insights how HR partners the Business and have hands-on experience in various areas of HR, such as:

- Recruitment operations
- Employee engagement
- HR reporting
- HR process improvement projects

These include:

- Supporting the HR Business Partners in arranging for interviews
- Supporting monthly headcount reporting
- Execute internal mobility of employees
- Drive and implement HR process improvement projects
- Ad-hoc employee requirements

### 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-PI1005] 2020 Internship Programme

## Human Resources: Talent and Performance

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### Job Description

You'll have the opportunity to be involved in projects, activities and events that will provide exposure and hands-on experience in:

- Enhancement of performance management framework and process
- Build an open feedback culture
- Enhancement of HR technology platforms (mobile app and HR information system)
- Engage and develop our company's Talents

These include:

- Supporting the roll out the yearly Performance Cycle – Objective Setting and Mid-year review
- Support in the execution of a 360-feedback exercise
- Participate in the improvement project for a newly implemented on-the-go feedback mobile app
- Plan and execute programmes and events to engage and develop our company's top performing staff (Talents)
- Create communication pieces to employees for 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



# [INV-PI1001] 2020 Internship Programme

## Investment: Funds Selection & Due Diligence

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### Job Description

The individual will work with the manager in enhancing 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
- Development and design of a consolidated report of all PruLink and Par funds as well as their underlying fund structures
- Enhancing current analytics with the inclusion of performance attribution and exposure data
- Testing of the system and troubleshooting bugs and issues
- Building the database of Alternative portfolio funds' reported performance
- Collation of due diligence material for Alternative investments

### 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



# [IT-PI1001] 2020 Internship Programme

## Information Technology: Product Delivery/ Product

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### Job Description

#### BAU Activities

- Exposure to product launches, including discussions on the scope, design and completing

#### Divisional Project

- Review and make proposals on how the UAT process can be enhanced / automated

### Pre-Requisites

- Like to work with numbers
- Computer Literacy
- Good in Excel



# [IT-PI1002] 2020 Internship Programme Information Technology: Artificial Intelligence

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## Job Description

### BAU Activities

- Participation and learning on ChatBot training.
- Contribute in enhancing AskPru application and bug fixing
- Exposure to Agile Development
- Interact with both business and technical stakeholders to deliver high quality software

### Divisional Project

- Collaborate in a POC for a customer facing ChatBot
- Collaborate in AI initiatives regarding to ChatBot, OCR or Machine Learning

## Pre-Requisites

- Technical Skills required, SQL, Java
- Strong aptitude and interest in technology and programming
- Hands-on experience in analysis design, coding and implementation of complex, custom-built applications
- Interested in building a dashboard to pull out data on daily usage and for generation of monthly stats
- Independent and works well across different functions
- Strong sense of drive and commitment to deliver on responsibilities
- Works well in a dynamic environment
- Ability to abstract general principles from specifics
- Good interpretation skills
- Willing to learn, and ask questions
- Problem-Solver: understands problems and proposes possible solutions

# [OPS-PI1001] 2020 Internship Programme

## Operations: Analytics

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### Job Description

#### BAU Activities

- Perform in-depth quantitative analysis, communicate findings and business insights to key personnel of medical department
- Prepare reports based on vast amount of data received from various sources (e.g. data warehouse)
- Transform raw data into meaningful reports which summarize and forecast medical business activity based on past, present and expected operations/trend
- Visualise data from BI tool (QlikSense) and highlight trend abnormalities in medical claims

#### Divisional Projects

- To develop a mechanism to evaluate trend of claims paid to the various medical institutions
- Plan and execute this mechanism to provide monthly automated reports to allow forecast of medical business activity based on past, present and expected operations/trend

### Pre-Requisites

- Proficiency in English and strong PowerPoint and Excel skills
- Proficiency in statistical analysis tools such as R, SAS, Python etc.
- Proficiency in RDBMS tool specially SQL server
- Ability to integrate within a team environment, participate in department/team projects and contribute to departmental objectives
- Strong oral and written communication skills, demonstrating the ability to convey business terminology that is meaningful and well received
- Knowledge of health / life insurance, a plus



# [OPS-PI1002] 2020 Internship Programme Operations: New Business Underwriting

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## 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 incepted 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-PI1003] 2020 Internship Programme

## Operations: Operations Support

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### Job Description

#### BAU Activities

- Supporting / assisting in performing daily functions within the department.
- Updating of Standard Operating Procedure (SOP).
- Enhancement of team's current follow up processes.

#### Divisional Project

- Involvement in process improvement projects.

### Pre-Requisites

- Detail-oriented and meticulous
- Willingness to take on some administrative tasks
- Positive attitude

# [OPS-PI1004] 2020 Internship Programme

## Operations: Enterprise Business

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### Job Description

#### BAU Activities

2 students:

- 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
- 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.

1 student:

- Exposure on the concept of Insurance and the various functions within Claims
- Exposed to adjudication and hands on experience of processing simple medical claims
- Support the administration of Enterprise Business Operation Claims in the following areas:
  - 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.
  - Registration of claims in system/excel

#### Divisional Project

- OMNI system involvement.



- Gathering business requirements.

The intern will be able to develop the opportunity to understand how the company is able to streamline the processes by going digital.

## Pre-Requisites

- Prefer students who are good in Excel, Word 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-PI1005] 2020 Internship Programme

## Operations: Customer Management

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### Job Description

#### BAU Activities

- Review and automate existing customer servicing workflows
- Operationalize and improve reports and dashboards for the Customer Support team
- Exposure to critical Operations processes and close collaboration with analytics and digital departments

#### Divisional Project

- Setup and integrate the CRM for the multiple customer touchpoints

### Pre-Requisites

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



# [OPS-PI1006] 2020 Internship Programme

## Operations: Customer Interaction & Support

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### 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

- Improve on the existing IBM Watson assistant and Discovery Tester.
- Work on integration of chatbot with a 'live chat' platform

### 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



# [OPS-PI1007] 2020 Internship Programme

## Operations: Claims

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### Job Description

#### BAU Activities

- Brief on the concept of Insurance and the various functions within Life Operations in particularly on Claims.
- Exposure to adjudication and hands on experience of processing simple medical claims.
- Prepare and monitor medical report requests sent to medical practitioners
- Assist with follow-ups and reminders to medical institution and private doctors on outstanding requests of medical reports.
- Hospital recovery: Identify and actively work with respective medical institution on recovering the outstanding amount due to prudential.
- Suspense management: Assist in monitoring and work with various officer on the outstanding payments and ensure the payment are up to date.
- Management of stale cheques

### Pre-Requisites

- Good communication and interpersonal skills
- Proficient in MS Office – Word, PowerPoint, Excel and Outlook
- Knowledge of Macros is an advantage
- Detail-oriented
- Inquisitive and innovative



# [OPS-PI1008] 2020 Internship Programme

## Operations: POS Change Analyst

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### Job Description

- The primary role for the selected individual is to co-drive operational changes across the department, using digital platforms.
- Opportunity to participate in projects and strategic initiatives.
- Analyze departmental statistics and performance.

### BAU Activities

- Understand the functions under post sales and work on process changes using digital tools.
- Review and revamp the existing Standard Operating Procedures (SOP).
- Work on departmental statistics using PowerBI analytical tool.
- Prepare critical daily reports.

### Divisional Work

- Co-Work and perform consumer marketing to increase online usage of customer service portal. Target is to improve adoption rate by 10%.
- Revamp existing underwriting guidelines

### Pre-Requisites

- Excellent communication, interpersonal and problem-solving skills
- Highly motivated, results & customer service oriented.
- Strategic Thinker with well-thought ideas.
- Proficient in MS Office