



### **BETTY PHUA**

**ACII, AMII, CHARTERED INSURER, MIM-CPT, MMIM**

Betty Phua has a wealth of 44 years of working experience spanning from an Executive Secretary, Company Secretarial Assistant, Head of Personnel & Administration, Facilities Management & Sourcing & Procurement, Head of Customer Service & Complaints, Head of Corporate Communication, Head of Centralised Processing and Senior Manager of Central Region Hub in a leading international general insurer before she retired in January 2017.

Betty's tenure of dedicated service with the same company has seen her not only going up the corporate ladder but her managerial skills and knowledge in various portfolios had provided her with a vast network of business, industry and professional contacts, essential to deliver consistency, efficiency and cost savings for the company. With her passion, commitment and enthusiasm to develop her staff, Betty has managed to groom, transform and develop numerous of her staff from drivers, dispatch and clerical level to admirable levels in the managerial positions. Her unquestionable loyalty to her company truly makes her stand out as a rare breed in the current interchanging business landscape.

Betty's operational capabilities and understanding in people management have gained her the experience in working closely with senior and top management within the company as well as the other employees throughout the company's hierarchy. This is evident in her receiving Manager of the Year Award for two consecutive years in 1995/1996 and 1996/1997 and again in 2001/2002 with her excellent strength in developing and leading various departments in the organization she worked with. Every staff working below her or has worked with her before has nothing but complimented her for her strong principles of unity, perseverance, and understanding.

In the Toastmasters front, Betty has achieved her Advanced Communicator Bronze (ACB) and Advanced Leader Bronze (ALB). Betty had held the posts of President and Vice President Education consecutively for the past 5 years since her toastmastering journey in 2013 and instrumental in developing the Toastmasters Club in the leading international insurer she worked with. With her effective and efficient employees engagement throughout her working years, Betty continues her passion in developing the employees she worked with in her current business involves in domestic, commercial and post construction cleaning.

On the professional membership, Betty is

- .. an Associate and a Chartered Insurer in the Chartered Insurance Institute of London (ACII)
- .. an Associate in the Malaysian Insurance Institute (AMII)
- .. an active Life Member of The Malaysian Association of Professional Secretaries and Administrators (MAPSA) since 1974. She had held various positions in MAPSA and is currently its President and Operations Director in MAPSA's Continuous Learning Centre
- .. an active member in the Toastmasters fraternity, currently an Advanced Communicator Bronze (ACB) & Advanced Leader Bronze (ALB) in Metro Toastmasters Club in Kuala Lumpur

In addition to her professional qualifications, Betty is a Certified Professional Trainer (Malaysian Institute of Management) and PSMB (Pembangunan Sumber Manusia Bhd) Training Provider.

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**Certified Professional Trainer**

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