

Zeynep STEFAN

PhD, CRMA

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KEY WORDS

Risk Management (Quantitive and Qualitive), Internal Control, Compliance, Executive Reporting, Top-Down and Bottom-Up Assessment, Solvency II, COBIT, COSO, FATCA, InsurTech, Mentoring, Lecturing

EXPERIENCE

June 2018 – Present

INSURTECH HUB TURKEY

Co-Founder & Chief Editor / GERMANY

- Creating the first Turkish ecosystem with the participant of insurtech start-ups, investors and research institutions.
- Establishing a platform to attract to attract new talent and technology for converting Turkish insurance market
- Providing necessary support, resources and industry & investors connections to entrepreneurs for enlarging their business.
- Managing and handling all editorial responsibilities of the website (www.insurtech.org), including creating original content, writing articles and making it more accessible and exciting.

May 2016 – Present

ACERPRO SOFTWARE COMPANY

Senior Project Manager of Risk Management Products Group / GERMANY

- Building bridges between customer needs and products.
- Empowering and converting current products in accordance with new regulations.
- Defining risk profile, loss aversion and risk appetite in accordance with clients' needs.

May 2016 – Present

www.kendiisim.org

Mentor for InsurTech start-up companies / GERMANY

- Sharing institutional and professional wisdom, critiquing performance, making suggestions for a better business model.
- Helping mentee for finding new and challenging opportunities within the finance and insurance business while protecting them from adverse forces or any “dead-end” job assignments.
- Filling knowledge gaps of mentees about own start-up projects and seeking opportunities to help for growing and excel.
- Applying seven-step mentoring cycle: develop and manage the mentoring relationship, sponsor, survey the environment, guide, and counsel, teach, model, motivate and inspire.

June 2012 – Present

FORTUNE TURKEY

Columnist / GERMANY

- Writing monthly articles about #fintech, #insurtech, innovation in finance, product development, interpretation of the European Union and Turkey insurance markets subjects and risk management for insurance insert (Akilli Yasam) of Fortune Turkey. Please find all articles in:

<http://www.sigortagundem.com/yazar/tumyazilar/zeynep-turan/20>

February 2015 – February 2016

INSURANCE ACADEMY – ISTANBUL UNIVERSITY

Lecturer / TURKEY

- Lecturer in Insurance Academy of Istanbul University.
- The main domains of the program are: 101 in Insurance Business, elementary insurance products, features of insurance process in developing countries.
- Mentoring students about job opportunities within the insurance business.
- Arranging internship engagements for students in cooperation with the job center of the Faculty.

November 2014 – March 2016

ERGO INSURANCE GROUP

Risk and Internal Control Manager (Direct Reporting to BoD Member) / TURKEY

- Developing and maintaining of strategic risk framework (risk policies, risk methodology and risk limits) and implementing in functional rules including creating and monitoring of risk limits.
- Representing the risk appetite of the Company during governance projects (like life products, outsourcing agreements, system of governance activities etc.).
- Keeping up and running the risk methodology in functional areas across Ergo Group Turkey which covers all risk categories (including IT/Technology Risk, Operational Risk etc.) and all business activities (life-nonlife).
- Managing all Solvency II requirements of ERGO Turkey Group (ERGO Life, ERGO UW) companies and perform necessary reporting activities (like quarterly SCR-MCR calculation, all requirements in Technical Specification etc.) to Headquarter and BoD members.
- Running Munich RE / ERGO Group mandated risk activities including PLA (Profit-Loss Attribution), Top-Down Risk Assessment, Bottom-Up Process Analysis, Qualitative Risk Reporting, Operational Risk Loss Data Collection, ICS (Internal Control System) etc. for life and nonlife companies of the ERGO Group Turkey.
- Validating hedging models and monitoring of hedge efficiency among all business processes.
- Close communication with business units and central departments to foster efficient risk management and raise risk awareness.

January – November 2014

GENERALI SIGORTA A.S.

Chief Risk and Compliance Officer (Direct Reporting to CEO) / TURKEY

- Adapting the role in terms of corporate governance to strengthen the control culture and establishing necessary risk management environment.
- Implementing and monitoring all phases of the Operational Risk Management Process including IT Operational Risks at local level. Also contribute to the Group Operational Risk System by providing "local feedback" for management reporting in Generali Group/Italy.
- Ensuring adequacy of control activities with local/international regulations like Anti Money Laundering, FATCA, Solvency II, COBIT and COSO etc.

January 2012 – January 2014

ASSICURAZIONI GENERALI S.p.A.

Senior Risk Analyst; Risk Controlling Unit / ITALY

- Monitoring adequacy of ORSA reporting process of the Group companies in Solvency II project.
- Designing and implementing an adequate risk score monitoring process for Group Companies.
- Analyzing key quantitative and qualitative factors influencing the quality of risk controlling reports prepared by Group companies.

September 2009 – January 2012

GENERALI SIGORTA A.S.

Assistant Manager / TURKEY

Risk Management

- Establishing risk management environment.
- Performing periodic and ad-hoc risk management reports.
- Establishing necessary control points for prevent process risks.

Internal Control

- Performing process audits and controlling improvement activities throughout Company.
- Preparing and updating the Company's procedures and performing necessary actions for Internal Audit Department findings.

Compliance Unit

- Performing periodic controls and reporting for anti-money laundering.
- Performing periodic training activities throughout the Company and agencies, preparing notification documents for suspicious transactions and sent to Masak (regulatory body).
- Preparing Company's processes for regulations like Solvency II, COBIT etc. with making mandatory documentation, control settings etc.

Customer Complaint Management

- Managing actions against customer complaints in accordance with Company procedure and preparing periodic reports to management and regulatory bodies.

September 2006 – September 2009
ISTANBUL

PRICEWATERHOUSECOOPERS

Senior Associate, Systems and Process Assurance Department / TURKEY

- Leading RAS team in ITGC projects consisted with minimum two fresh employees.
- Performing process assurance activities of the major banks in Turkey; like Finansbank, Yapı Kredi Bankasi, Exim Bank, Fortis Bank especially on treasury process, credit cycle, A.D.C. cycle, sales process, deposit cycles; and insurance companies; Yapi Kredi Sigorta (now Allianz Life and Allianz UW), HDI Sigorta (Talanx Group), Ak Sigorta etc.
- Performing the SOX projects of the major client in Turkey like Finansbank.

EDUCATION

December 2018 **University of Istanbul, Faculty of Economics / TURKEY**

Doctorate Degree from Economics (The doctorate thesis is "Correlation between Financial Deepening and Insurance Sector in Developing Countries")

June 2011 **University of Istanbul, Faculty of Economics / TURKEY**

Master Degree from Economics Policy, (The master thesis is "Energy Politics of Developed Countries and Turkey")

June 2004 **University of Istanbul, Faculty of Business Administration / TURKEY**

Bachelor Degree from Faculty of Business Administration

CERTIFICATES AND ARTICLES

- **GRE** Exam Result (as of February 2016): Verbal 139, Quantitative 154.
- **Risk Management in Life and Health Business** under Solvency II Regime – Munich Re (Istanbul and Munich) – June 2015.
- **CRMA** (Certified Risk Management Assurance) certificate issued by The Institute of Internal Auditors.
- **Advance Insurance Training Certificate Program** (Fire and Engineering Insurance Branch) in Turkish Insurance Institute.
- First level candidate for **FRM** (Financial Risk Manager) certificate issued by GARP.
- First level candidate for **PMI – RMP** (PMI – Risk Management Professional).

CONFERENCES, TRAININGS AND COURSES

- Participation into the “Insurance Congress” in Baku/Azerbaijan as **keynote speaker** with a presentation named “**How InsurTech Boosts Micro Insurance**” – June 2018.
- Participation into the “**InsurTech Roundtable Meeting**” in Istanbul as **moderator** – December 2017.
- Participation into the “**Compliance and Conduct Risk in Insurance Summit**” in London as **moderator**, with a presentation named “**Can Machines Outperform Humans in The Management of Conduct Risk**” – 7 June 2017.
- Participation into the “**Compliance and Conduct Risk in Insurance Summit**” in London as **keynote speaker**, with a presentation named “**Developing Insurance Capabilities and Compliance Risk in Emerging Countries**” – 5/6 November 2015.
- Participation into the “**9th Annual Internal Audit & Governance, Risk and Compliance Forum**” in Frankfurt as a **keynote speaker**, with a presentation named “**Risk Management Failures: Man-Made Disasters**” – 22/23 April 2015.
- **Introduction to the Mentoring Skills** Training – Mentor Leadership Development – 07/08 November 2014
- Participation into the “**2nd Annual Solvency II Forum**” in Vienna as **keynote speaker**, the key takeaway is “**Achilles Heel of the Regulation - Comprehensive Critique of Solvency II**” – 30/31 October 2014.
- **FERMA** (Federation of European Risk Management Associations) **Risk Management Seminar 2014** – 20/21 October 2014.
- 7 Steps Alleged Employee Misconduct – Assicurazioni Generali - June 2014.
- **PRM** (Professional Risk Manager) Certificate Program Course – October 2013.
- **FRM** (Financial Risk Management) Certificate Program Preparing Course – November 2012.
- **CII** (The Chartered Insurance Institute) Certificate Program Preparing Course – Italy – October 2012.
- Euromoney Insurance and Reinsurance Conference – Turkey- November 2012.
- Committee member (prevention money laundering proceeds of crime and financing of terrorism) in **Insurance Association of Turkey** – 2010/2011
- Aris application User Training – Generali Sigorta A.S. Turkey – July 2011.
- Money Laundering and Financing the Terrorism Training – Financial Crimes Investigation Board Turkey – June 2010.
- SAS User Training – Generali Sigorta A.Ş. Turkey – October 2009.
- SPA Senior and Leadership Training – PWC Turkey – September 2008.
- Insurance and Banking Training – PWC Turkey – November 2007.
- SAP and ACL Financial Audit Tool Training – PWC Turkey – November 2007.
- IFRS and Inflation Accounting Trainings – Turkcell Turkey – October 2004.
- Oracle and Netsis Modules Training – Turkcell Turkey – September 2004.

LANGUAGE AND COMPUTER SKILLS

- **English:** Fluent speaking, writing and listening skills
- **Italian:** Upper Intermediate speaking, writing and listening skills – Trieste/Italy
- **German:** Upper-Intermediate (C2) speaking, reading and writing skills - Munich
- **Romanian:** Beginning speaking skills
- Windows XP, Oracle, Netsis, MS Office, ACL, AS/400, SPSS, SQL IT Audit, MS Access, SAP IT Audit, JD Edwards, SAS, Aris, all local core insurance applications like Vizyoneks and Agito.

INTERESTS

- Qualified skier in D.S.I ski team, charity marathon runner, basketball player.
- Vice present of alumni society of Istanbul University.
- Mentoring university students in a non-governmental organization (C.Y.D.D. www.cydd.org.tr).
- Voluntary mentoring for a start-up organization.
- Founder of www.insurtech-turkey.com.
- Current academic studies are mainly on **closing protection gap** in developing countries.
- Preparing **her first book** for publishing about **InsurTech**.