

Wayan Darmana Sst. MM

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Summary of Qualifications

Dedicated, result driven, passionate trainer in soft skill and organizational development topics with experience in learning management, learning Management System as well as agency support scope within the organization.

Working Experience

Agency Program Head, at PT Asuransi Allianz Life Indonesia

Jan 2021 – Present

Direct Report to Head of Allianz Sales Academy

To ensure the achievement of implementation ASA Agency Training Roadmap & coverage

To Actively conduct continuous training quality deliverables, monitoring and tracking of course/s success rate to Head of Allianz Sales Academy

To plan and execute the implementation and success of Regional based training program in Indonesia Agency Training

Head of Agency Sales Training & Operation, at PT Asuransi Allianz Utama Indonesia

July 2016 – Dec 2020

Direct report to Heads of Agency in managing learning management nationwide

To ensure the implementation of learning planning, implementation and controlling through agreed learning roadmap is roll out nationwide both for life and non-life channel as part of One Allianz Program.

To provide continuous monitoring and tracking of course/s success rate to Head of Agency.

To ensure Agency Channel operation process and procedure is in accordance with internal and external regulatory compliance requirement.

To ensure the overall yearly Agency sales audit finding is meet low to minimum finding result..

Agency Training Manager, at PT AIG Insurance Indonesia

June 2015 – July 2016

Direct report to Heads of Business Development in managing training activities in all office is in according with the good governance requirement.

Design and implementing Training Roadmap for all agents to be carried out in each respective office focusing on how to support sales strategy nationwide.

Responsible for developing training material and toolkit for agents training in product knowledge by working closely with product tower underwriter, sales training material for Agent, and accountable for various Agency events.

Responsible for developing training material and toolkit for Business Development Executive in soft skill and sales topics nationwide.

Working closely with Regional Learning and Development Manager in developing and conducting corporate course for Business development executive nationwide.

Working closely with Agency operation team by actively involves in overviewing the communication process and actively involves in the communication design.

Managing and ensuring training activities administration is in accordance with good corporate government audit requirement in all office.

Sales Training & Recruitment Manager, at Aon SME Indonesia

June 2014 – June 2015

Direct report to Heads of Operation Aon SME Asia and work closely in developing training programs to be implemented with Aon SME Indonesia partners in sales.

Oversee and ensuring the training effectiveness process starting from developing needs analysis, delivery process and measuring training effectiveness evaluation.

Responsible for developing material for online training website that is available through Aon intranet for all Aon SME producers.

Working closely with Head of Sales and Marketing of Aon SME Indonesia in analyzing training needs and setting up sales driven program initiative as well as involved in sales coaching program and weekly producers meeting for all producers.

Working closely with Aon SME Indonesia Head of Sales and Marketing as well as Operation Manager in creating producers campaign and monitoring campaign result

Responsible in Aon SME Indonesia recruitment process together with Aon SME Indonesia Operation Manager.

Learning & Development Manager, at PT MHE Demag Indonesia

Sept 2013 – June 2014

Direct report to Country Manager with responsibility in overseeing the company learning and development activities with matrix report to Regional HR Development Manager in

ensuring the implementation of group driven learning and development program and initiatives are within the provided guidelines and the set timeline

To conduct and ensure the completion of the yearly learning need analysis, the creation of total learning plan & learning roadmap for the company

To plan the implementation of the company total learning plan and roadmap in all department within the company.

To coordinate with internal department/cross functional trainer in ensuring the implementation of learning & development training agenda, technical training agenda and EHS training agenda met with the assign target of 2 training man days/employee

To facilitate training programs internally and provide advice to respective departmental unit in setting up external training consultant in fulfilling specific training needs

To propose and manage yearly training budget for the ongoing fiscal year and to provide training effectiveness report to the management.

Assistant Manager - Agency Trainer, at PT AIG Insurance Indonesia (formerly PT Chartis Insurance Indonesia & PT Asuransi AIU Indonesia)

March 2010 – Sept 2013

Direct report to Head of Agency & Branch Channel Management. with responsibility in developing yearly training roadmaps for agents

Setting up yearly training activity plan and program based on agency segmentation mapping into yearly ABCM training roadmap

Oversee the implementation of monthly training plan and activities and coordinate with sales managers in conducting monthly training analysis in relation to monthly sales target

Responsible in designing campaign advertisement tool, communication channel to all agents and Sales campaign project

Training conducted :

- AIG fundamental training for new agent
- Business opportunity program for new agent
- Basic sales class for new agent
- Basic AIG product knowledge
- Client mapping program for all agents
- Goal setting program
- Basic Insurance class training for agents
- Sales call and making appointments program.
- Sharia concept & product training
- Sales presentation skill for sales manager

Senior Executive - HR Corporate Trainer, at PT Prudential Life Assurance

Aug 2009 – March 2010

Direct report to Corporate Training Manager in monitoring professional insurance certification program, to review and revamp corporate training architecture according to business requirement and objectives. Responsible for Corporate training department campaign activity. Liaise with external training provider in setting up and scheduling company's technical & soft skills training needs. Manage employee library activity by holding bi-weekly movie review program and monthly book sharing session

Training conducted :

- New employee orientation program - Facilitate
- Presentation skill – Co Trainer with Training Manager
- Problem solving skill - Co Trainer with Training Manager
- Leader fish training - Co Trainer with Training Manager
- How to conduct performance appraisal – co trainer with Training Manager

Supervisor - HR Trainer, at PT Asuransi AIU Indonesia

Nov 2007 – Aug 2009

Direct report to Organizational Development Manager with matrix reporting to Human Resource Manager in monitoring professional insurance certification program. To prepare and execute the training needs analysis into company training roadmap, conduct training and to evaluate training programs

Training conducted:

- New employee orientation program
- Basic communication program
- Team communication program
- Effective communication dynamic
- Basic business correspondence ethics
- How to conduct performance appraisal
- Basic service excellence
- Basic presentation skill
- Presentation visual – utilizing Power Point
- High impact presentation skill
- Time management
- Coaching for performance
- Personal leadership: being proactive
- Leadership development program for supervisor
- Business leadership & talent development

Supervisor - Training Coordinator, at Novotel Bogor (ACCOR Hotel group)

Jan 2007 – Nov 2007

Direct report to Human Resource Manager in conducting training needs analysis for management and supervisory staff to identify and determine skill training needed within the property

	<p>Updating staff training records, and the corporate training program provided from the hotel headquarter. Working together with the local hotel school/institution in setting-up “On the Job Training Program”</p> <p>Training conducted:</p> <ul style="list-style-type: none"> - New employee orientation program - Basic communication program - Customer service excellent - Basic telephony skill - Grooming and courtesy programs - Supervisory skill 	
	<p>Training Officer, at HARRIS Resort Kuta Bali</p> <p>Direct report to Human Resource Manager, assisting and working with the Human Resource Manager in planning and implementing the yearly training plan by creating, designing and conducting soft skill training program for employees</p> <p>Organizing and coordinating the employee activity such as sports, birthday celebration, employee newsletter, notice board, and monthly general staff meeting. Working together with the local hotel school/institution in setting-up “On the Job Training Program”</p> <p>Training conducted:</p> <ul style="list-style-type: none"> - New employee orientation program - Basic communication program - Customer service excellent - Basic telephony skill - Grooming and courtesy training - Train the trainer program for departmental trainer 	<p><i>July 2005 – Dec 2006</i></p>
	<p>Lecturer, at Akademi Pariwisata Indonesia. Bandung, West Java</p> <ul style="list-style-type: none"> • Preparing the syllabus in Front Office Section • Responsible for preparing “SAP” in Front Office Section • Lecturing • Helping to organize and controlling the students practice activity in Housekeeping section • Becoming a mentor and assisting the students in writing their graduation essay 	<p><i>Jan 2005 – July 2005</i></p>
Education	<p>Magister Management in Human Resource Management, Padjadjaran University Post Graduate School. GPA: 3.38 (in the scale of 4.00).</p> <p>Sarjana Science Terapan in Hotel Administration, Bandung Tourism School (STPB). GPA: 2.98 (in the scale of 4.00).</p>	<p>2005</p> <p>2001</p>
Seminar, Courses & Trainings	<ul style="list-style-type: none"> • LIMRA – Pacesetter • Kinder Brother – Professional Pattern Of Leadership • STAR Method Interview, Allianz Indonesia 	<p><i>November 2024</i></p> <p><i>April 2024</i></p> <p><i>July 2019</i></p>

	<ul style="list-style-type: none"> • Sales Winner Academy, Tandika Learning <i>March 2013</i> • Reviewing Performance Progress, Daya Dimensi Indonesia <i>November 2010</i> • Basic Insurance Training, Jakarta Insurance Institute <i>March 2009</i> • Maximum Impact Presentation Skill, NBO <i>October 2008</i> • Effective Learning, LP-PPM <i>January 2008</i> • Keys To communication, ACCOR Corporate Training <i>June 2007</i> • Welcoming The Guest : A State of Mind, ACCOR Corporate Training <i>January 2007</i> • Military Style Team Building, TTDA Bali <i>September 2006</i> • Train The Trainer, Tauzia Corporate Training <i>February 2006</i> • Bomb Threat Training, BRIMOB POLDA BALI <i>February 2006</i> • Child Care Training <i>October 2005</i> • Wine Training Class <i>May 2004</i> • LIA – English Course <i>1994 – 1996</i> • BBC English Course <i>1988 – 1993</i>
Language Proficiency	<ul style="list-style-type: none"> • English <i>Fluent in written and spoken</i>
Other Qualification	<ul style="list-style-type: none"> • Microsoft Windows <i>Good</i> • Microsoft Word <i>Good</i> • Microsoft Excel <i>Moderate</i> • Microsoft PowerPoint <i>Good</i> • Adobe Photoshop <i>Moderate</i>