

Blue Cross (Asia-Pacific) Insurance Limited

About the company

Blue Cross (Asia-Pacific) Insurance Limited is a subsidiary of AIA Group Limited. With over 50 years of operational experience in the insurance industry, Blue Cross provides a comprehensive range of products and services, including medical, travel, and general insurance, which cater to the needs of both individual and corporate customers. Blue Cross distributes its products through various channels, including AIA agency force, online platform, direct sales, BEA network, insurance agents and brokers, as well as travel agencies. In 2023, Blue Cross is assigned financial strength rating of A+ (stable outlook) and issuer credit rating of A+ (stable outlook) by S&P Global Ratings.

Internship Information

Intern, Business Planning & Transformation

Name of Department(s) offering internship positions:

Business Planning & Transformation

Internship Duration: 6 months

Internship Period: July 2025 – December 2025

Intern's Job Description

Job Duties:

- **Project Support and Coordination**
 - Assist in the execution of in-flight projects by supporting project planning, tracking progress, and ensuring timely delivery of tasks.
 - Collaborate with teams to gather, analyze, and document requirements for process improvement initiatives.
 - Perform research and benchmarking to identify best practices that can enhance operational efficiency and customer satisfaction.
- **Data Analysis and Reporting**
 - Collect and analyze operational and customer data to identify trends, inefficiencies, and areas for improvement.
 - Generate reports and presentations to communicate insights and recommendations to

Requirements:

- Education Background:
 - University students
- Discipline Preferred:
 - major in Computer Science or a related discipline
- Technical Skills:
 - Proficiency in Microsoft Office (Excel, PowerPoint, Word) and familiarity with data visualization tools is a plus
- Language
 - Good command of written and spoken English and Chinese

(E) Others:

- Strong analytical and problem-solving skills

- stakeholders.
 - **Process Improvement**
 - Identify bottlenecks in workflows and propose solutions to streamline processes.
 - Assist in the design and testing of process improvements, ensuring alignment with company objectives and regulatory standards.
 - **Customer Experience Enhancement**
 - Contribute to initiatives aimed at improving customer touchpoints.
 - Help design and implement feedback mechanisms to capture customer sentiments and satisfaction levels.
 - Analyze customer feedback to identify pain points and recommend actionable improvements.
 - **Cross-Functional Collaboration**
 - Work closely with various departments, including operations, IT and marketing, to ensure alignment of project goals.
 - Participate in team meetings, brainstorming sessions, and workshops to contribute fresh ideas and perspectives.
 - **Administrative and Ad-Hoc Tasks**
 - Support administrative tasks related to project execution, such as scheduling meetings, preparing materials, and maintaining project documentation.
 - Assist in any other duties as required by supervisors to ensure the smooth functioning of projects.
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- Detail-oriented, with the ability to manage multiple tasks effectively
 - Interest in the insurance industry and eagerness to learn about operational and customer experience processes

Enquiry email (if any):