Personal details

0780095512

Mapzlamz@gmail.com

Brackendowns, Alberton

Education

2009
- National Senior Certificate
- Holly Family College

2020
- Core Banking NQF Level 5
- Cornerstone

Technical/Professional Knowledge

- Quality Assurance
- Governance, Risk and Compliance
- Business process analysis
- Financial Accounting Principles
- Planning and Organizing

Behavioral Competencies

- Banking Acumen
- Decision making
- Identifying performance gaps and opportunities
- Performance focused coaching
- Schedule Management
- Continuous self-development

Nedbank Top Achiever award for a consistent top Quality performance, top collector with 98% honoured payment arrangements, best client experience record with most client compliments for two consecutives years.
A seasoned professional with a decade's experience in the banking industry , seeking an opportunity to use my expertise to impact any functional area and add value to the team as well as the organization.
I am adaptable and highly collaborative with the ability to build and manage beneficial relationships for all stakeholders in the value chain.

Professional   Experience

Quality Assurer

Nedbank Ltd: Home-loans & MFC   18 Jan 2019 –April 2024

Summary of Duties

- Monitoring the quality of agent and customer
- Excel data administration
- Identifying risk, knowledge gaps
- Detailed reporting of findings
- Planning and organizing stakeholder engagements
- Scheduling meetings and managing schedule conflicts
- Documenting meetings minutes and outcomes for action plans Process engineering, resource allocation and solution formulation to optimize efficiencies
- Provide feedback by reporting to stakeholders on weekly and monthly basis.
- Continuous learning for personal development.

Client Liaison Officer
MFC/Nedbank   17-Apr-2014 – 17-Jan-2019

Summary of Duties

- Rehabilitating client's vehicle accounts by contacting, negotiating, concluding and monitoring arrangements.
- Maintaining client satisfaction by responding to general queries timeously.
- Contribute to team dynamics by sharing product knowledge.
- Reduce and manage impairments by applying the appropriate actions including drawing daily reports

After Sales Agent