
INTRODUCTION: SINGITA FAITH BVUMA

I am currently employed by **Old Mutual Finance** in the capacity of **Client Relations Consultant**.

- I have extensive working experience in roles such as Client Relations Consultant obtained from Old Mutual Finance, Branch Consultant and Call Centre Agent obtained from Hollard Insurance.
- I have a completed Matric Certificate, Certificate in Accountancy and National Diploma in Internal Auditing.
- I am computer literate in Microsoft Office Suite and Pastel Partner.
- My strengths are ability to build and maintain strong and positive relationship with staff and clients. This involves strong communication and interpersonal skills, active listening, empathy, multitasking abilities and focus on understanding and meeting client's needs.

Additional Personal Details

Name	Singita Faith Bvuma
ID Number	9410020761088
Title	Miss
Gender	Female
AA / EE / Other	Black
Languages	English, Sepedi, isiZulu, and Tshivenda
Computer Literacy	Microsoft Office Suite and Pastel Partner
Nationality	South African
Transport and Residence	Resides in Clayville Midrand has my own transport

Education – Secondary Schooling

Last School	Hluvuka High School
Year	2013
Highest Standard	Matric
Subjects	English, Tsonga, Mathematics, Economics, Business and Accounting

Education – Tertiary Schooling

Obtained	Institute	Course / Training
2015	Tshwane University of Technology	Higher Certificate in Accountancy
2017	Tshwane University of Technology	National Diploma: Internal Auditing

Knowledge and skills

- Computer literacy
- Pastel
- Information management
- Report writing
- Interpersonal relation
- Sales & marketing
- Networking
- Planning and organising
- Attention to detail
- Excellent customer service
- Telephone etiquette
- Time management
- Team player
- Work under pressure
- Multitasking
- Innovative and persuasive
- Excellent presentation skills
- Leadership
- Conflict resolution and problem solving
- Communication skills

Current work experience

Period	October 2019 – Present
Position	Client Relations Consultant
Company	Old Mutual Finance
Responsibilities	<ul style="list-style-type: none">• Develop and maintain strong client relationships• Act as the primary point of contact for clients• Identify opportunities for account growth and development• Office Management and Administration• Ensure seamless service delivery and client success• Managing the reception area• Scheduling appointments• Answering and directing calls• Handling mail and deliveries• Managing office supplies• Maintaining records• Preparing documents

Previous work experience

Period	December 2018 – September 2019
Position	Branch Consultant
Company	Hollard Insurance
Responsibilities:	<ul style="list-style-type: none">• Selling of financial services and products of Hollard Insurance e.g., Life cover plan, funeral plans (standard, comprehensive and parents plan), Accident plan and retirement /annuity plan• Calling clients who made a call back request.• Client interaction, sales and operational efficiency• Building a strong relationship with customers• Upselling and cross-selling

Period	May 2018 – November 2018
Position	Call Centre Agent
Company	Hollard Insurance
Responsibilities:	<ul style="list-style-type: none">• Making proactive calls to customers and potential customers• Sell products or services• Gather information and provide customer support• Initiate calls based on leads or contact list• Client interaction, sales and operational efficiency• Building and strengthening relationship with clients• Upselling and cross selling

References

Names	Position	Contact no's
Mr. Ally Hlungwani	Manager: Old Mutual Finance	081 516 0253
Mr. Belmont Mkhabele	Manager: Hollard Insurance	067 0000999
Ms. Velly Monama	Manager: Old Mutual	0792171002