



# Onke Ngxesha

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

I am a dedicated Sales Operations Administrator (HR Back up Administrator) with excellent customer service, administrative skills and extensive knowledge of Insurance Industry. I have learned so much in Discovery Life products, processes and procedures. I am efficient at building and maintaining client relationships. I am willing to relocate back to the part of South Africa. I have been with Discovery for the past 15 years in August 2005. This will be great opportunity for growth and willing to share the skills and abilities obtained over the year in your company. I have an intense knowledge of corporate culture and goals and willing to learn on new challenges.

Preferred occupation	Administrators Administrative jobs
	Personal assistant Administrative jobs

## Contacts and general information about me

Day of birth	1982-07-30 (42 years old)
Gender	Male
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

## Work experience

Working period **nuo 2006.08 iki 2008.10**  
Company name Discovery Life  
You were working at: Insurance administrator  
Occupation SERVICING ADMINISTRATOR  
What you did at this job position? Answering inbound calls from Discovery Franchise – assistant broker consultants · Logging and dealing with Franchise servicing cases and giving feedback, assisting them on Discovery Life product · Processing of all commissionable and non-commissionable changes · Updating of clients personal, beneficiary and banking details on request · Noting and or updating cessions details on request · Routing commissionable changes to Underwriting if applicable · Communicating with the assistant broker consultants about decisions (ie declines, counter offers) on requested servicing changes · Processing and quoting on existing cases and adhering to set SLA · Building and maintaining relationships with Discovery Franchises · Assisting Gold Prestige Brokers on telephone queries and follow ups · Assist Brokers with Client Lists, Payback Statements, Fund Statements, Anniversary Letters and Tax Certificates

Working period **nuo 2008.11 iki 2014.06**  
Company name Discovery Life  
You were working at: Administrators  
Occupation QUOTES CONSULTANT  
What you did at this job position? Generating individual life servicing quotes and bulk quotes for Franchises and Brokers · Generating Special Offer, Upgrade Campaign and New Enhancements Product Quotes · Testing systems based on new product developments · Handling system queries and providing feedback to the relevant clients · Handling escalated queries · Generating Stats and Compiling Reports to management. · Providing policy schedules to the brokers and franchises on request · Assisting Brokers with Client Lists, Payback Statements, Fund Statements, Anniversary Letters and Tax Certificates · Coaching and training of new team members · Providing Product Training to Franchises and Brokers · Resolving System Cases · Liaising with via emails and call center

Working period **nuo 2014.07 iki 2015.06**  
Company name Discovery Holdings  
You were working at: QA  
Occupation REPLACEMENT OFFICER  
What you did at this job position? Communicating with External Insurers · Notifying Franchises on the replacement of their policies by External Insurers · Investigating & assisting brokers and Business Consultants with the release of commission · Resolving commission cases with regards to Replacements · Handling Billing · Training new team members on the procedures of our daily work · Investigating Life policies if they should or should not be active and on Discovery's books · Building and maintaining relationships with Franchises · Advising Brokers about the ASISA Replacement Code · Preparing ASISA Referral documents & investigating noncompliance on brokers and referring them for Tribunal hearings · Approving and or cancellation of internal cases · Assisting with system developments and automation of manual procedures · Researching and investigating internal policies if they are invalid and make servicing amendments on existing policies · Communicating new product information to ensure awareness, launch information and implementation progress · Develop supporting proposals and feasibility assessments in relation to projects undertaken on our Replacements Department

Working period **nuo 2015.07 iki 2017.06**  
Company name Discovery Life  
You were working at: Insurance administrator  
Occupation SENIOR SERVICING ADMINISTRATOR  
What you did at this job position? Answering inbound calls from Discovery Franchise – assistant broker consultants · Logging and dealing with Franchise servicing cases and giving feedback, assisting them on Discovery Life product · Processing of all commissionable and non-commissionable changes · Updating of clients personal, beneficiary and banking details on request · Noting and or updating sessions details on request · Routing commissionable changes to Underwriting if applicable · Communicating with the assistant broker consultants about decisions (ie declines, counter offers) on requested servicing changes · Processing and quoting on existing cases and adhering to set SLA · Building and maintaining relationships with Discovery Franchises · Assisting walk in clients with Life product and servicing queries · Testing product enhancements and giving feedback to the Life Systems Team · Assisting with training and coaching new staff members

Working period **nuo 2017.07 iki 2020.04**

Company name Discovery Holdings

You were working at: Recruitment professional

Occupation SALES OPERATION ADMINISTRATOR

What you did at this job position? · Liaising with Franchises, Compliance, Commissions, Payroll, Training, Marketing, IT, Divisional CFO and Head of Retail Distribution · Preparing On Boarding Packs · Creating staff files on system · Assisting with Resignation and NMG Benefits · Checking completeness of documents · Loading\ Removing Candidates from the online Discovery System · Notifications of on boarding, transfers and resignations to relevant teams or departments · Collate Candidate's production data to assess entry requirements · Collate payments of offers and allowances · Updating Staff lists · Make booking for finger prints · Take finger prints for employment checks

### Education

Educational period **nuo 2015.01 iki 2016.06**

Degree Certificate

Educational institution ROSEBANK COLLEGE

Educational qualification HUMAN RESOURCES MANAGEMENT

  

Educational period **nuo 2019.06 iki dabar**

Degree Diploma

Educational institution Damelin

Educational qualification DIPLOMA IN HUMAN RESOURCES MANAGEMENT

I could work In progress

  

Educational period **nuo 2005.08 iki 2006.06**

Degree Certificate

Educational institution ISA

Educational qualification CERTIFICATE IN LONG TERM INSURANCE

I could work NQF Level 4

### Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
isiZulu	very good	very good	very good
Afrikaans	basic	good	basic
Sesotho	good	good	basic

### Computer knowledge

Experienced in MS-Word, Excel, MS Office, PowerPoint,

**Conferences, seminars**

President of the Youth in Presbyterian Church of Africa

**Recommendations**

Contact person	Ilze Van Der Westhuizen
Occupation	Retail Distribution Operations Manager
Company	Discovery Holdings
Telephone number	082 718 8932
Email address	Ilzev@discovery.co.za

**Additional information**

Your hobbies	<ul style="list-style-type: none"><li>· Reading</li><li>· Singing</li><li>· Participating in charity / CSI events</li></ul>
Driver licenses	None
Salary you wish	28000 R per month
How much do you earn now	24208 R per month