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ANELISA ROSE THINTWA

CLIENT SERVICE ADMINISTRATOR

OBJECTIVE

I am a client-focused professional that has a strong passion for people and sustainability. I develop and implement strategies to win obtain business and keep existing clients. I've worked as a lisp administrator, service consultant, service agent, and HR administrator in the Financial Services and Security Services sectors, respectively. I've completed a short course in bookkeeping, earned a banking certificate, a higher certificate in accounting science, and am currently working on a BCom in financial accounting. The positions I've held have given me a thorough grasp of how relationship-building inside the operations department, namely the customer service function, performs and helps the organization expand and achieve its goals. I think I can make a significant contribution to the department with the experience I've gained. I am looking for an opportunity where I can be challenged, have the chance to grow, and yet make a positive impact on the organization's success and long-term viability.

EXPERIENCE

CLIENT SERVICES ADMINISTRATOR- PSG 2023/07/01 – TO DATE

- Validate all types of instructions processed in the platform administration systems for quality, data integrity, accuracy, completeness and process and legislative conformance, within the service level goals.
- Ensure that incorrect, incomplete, or non-compliant instructions are escalated back to the relevant junior administrator and/or client service consultant
- Confirm all processed instructions to clients and financial advisers
- Adhere to all operational processes and minimise operational errors
- To actively participate in the organisation's continuous improvement by identifying and proposing solutions to system, process and service related failures
- Deal with queries from junior administrators, client service consultants and other internal stakeholders
- Assist with special projects and assignments as agreed on an ad hoc basis
- Apply TCF principles in daily tasks (annuity, new business, debit orders, withdrawals, death claims ect.)

LIBERTY GROUP- POLICING SERVICE AGENT (LISP administrator)**2022/04/01- 2023/06/30**

- Building long lasting relationships with clients and colleagues.
- Manage risks and adhere to compliance in line with company policies and relevant regulations.
- Provide insight to advisors on our products and processes.
- Handle customer complaints and resolutions.
- Posting adjustments to existing investments, handling clients updates and application request.
- collaborate and communicate clearly with advisers, clients, across our teams.
- Identifying, supporting, and tracking progress of all cases to ensure SLAs are met.
- Indexing. (Managing emails and client request and allocate to the relevant department)
- Controlling correspondence and investment administration (Annuities, debit order, switches, and static data update).

Capitec Bank - Service consultant 2014/08/18 - 2020/12/05

- Build relationships with clients/customers and identify their prospect's need for the products and services.
- Continuously identifying opportunities to convert client to banking with the bank.
- Maintained discipline- Take full responsibility for FICA confirmation. Ad hoc administration.
- Address the clients' needs in an urgent, effective, friendly, and professional manner. Ensure a detailed understanding of the clients need which is gained through probing and questioning.
- Personally contribute to establishing a healthy environment by contributing positively towards the building of respect trust and teamwork. take responsibility for own skills and knowledge development.
- Obtaining and recording customer information accurately • Pay attention to customer concerns and provide feedback and or resolutions to their query

Capitec Bank Service Agent 2018/03/01- 31/08/2018

- Responsible to resolve non real time queries.
- Provide Support to the operations department by investigating client transactional disputes with the aim of optimal client service and client retention.

Fidelity Security Group HR Administrator 01/06/2014-31/07/2014

- Resolving and follow up on employee queries daily.
- General HR Admin
- Attending to escalations and letter requests
- Managing employee files
- Identify and recommend process improvements.

UNISA- BCom financial accounting
UNISA- HC Accounting Science
Corner Stone-NQF5 Banking certificate
UNISA- Practical Bookkeeping
Carleton Jones High School matric

LEADERSHIP EXPERIENCE

Under the leadership and guidance of my Manager I acted as the second in charge responsible for supporting my colleagues in the absence of my manager. Ensuring that tasks are completed, and goals are reached at the end of the day.



ARTHINTWA@GMAIL.COM



083 257 2532