Fofo Collin Moleme

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# Professional Summary

Dedicated professional with over six years of experience in Business Lending at Standard Bank and a soon-to-be graduate in Software Development (Rosebank College, expected November 2025). Proven expertise in SME financial solutions, client relationship management, and award-winning performance. Skilled in Salesforce, AWS, web and mobile development, with a strong commitment to leveraging technology to enhance business operations and customer experiences.

# Skills

- Programming & Web: HTML, CSS, JavaScript, React Native, Kotlin, Figma  
- Cloud & CRM: Salesforce (Financial Services Cloud, Sales Cloud, Service Cloud), AWS  
- Banking Systems: CACS, CDDS, Customer1st, Avaya, UAD  
- Tools & Collaboration: GitHub, Azure Labs, VS Code, Android Studio (Ladybug)

# Work Experience

## Standard Bank Group – Account Management Consultant, Business Lending

June 2017 – April 2024

- Managed SME accounts, offering financial solutions such as Lifestyle, Entrepreneurial, and BizFlex loans.  
- Collaborated with Salesforce tools to streamline customer data and improve service delivery.  
- Received multiple awards including Shooting Star and Super Star awards for leadership and operational excellence.

## Webhelp Outsourcing – Customer Service Agent

August 2016 – May 2017

- Provided customer service, sales support, and adjustment management for global clients.  
- Consistently exceeded KPIs in customer satisfaction and efficiency.

# Education

Higher Certificate in Mobile Applications & Web Development – Rosebank College (Expected Nov 2025)  
National Senior Certificate (Grade 12) – Carleton Jones High School (2009)

# Awards & Achievements

- Shooting Star Award: Ops Performance Excellence – Standard Bank (Nov 2018)  
- Shooting Star Award: Ops Performance Excellence – Standard Bank (Apr 2019)  
- Shooting Star Award: Leadership – Standard Bank (Jun 2019)  
- Shooting Star Award: Ops Performance Excellence (Top Team) – Standard Bank (Nov 2019)  
- Super Star Award: Ops Excellence – Top Team Q1 2019 – Standard Bank (Aug 2019)

# Languages

English, Setswana, Sepedi, Sesotho

# Personal Details

Date of Birth: 12 March 1990  
Identity Number: 900312 5571 08 8  
Nationality: South African  
Gender: Male  
Marital Status: Single  
Health: Excellent  
Languages: Setswana, English, Sepedi, Sesotho  
Criminal Record: None