

DALE DUIVESTeyN

7 Denby Close Christie Downs 5164 · 0466 695 094

dduivesteyn@peopleschoice.com.au

My Goal: To grow and continue my career development within People's Choice, with the goal of leadership.

EXPERIENCE

02/11/2021 TO CURRENT

Home Loan Relationship Specialist (Retention) PEOPLE'S CHOICE

- Working with Home Borrowing members with People's Choice. In my role I review members residential and investment lending with People's Choice through multiple channels (Branch, National Contact Center, Home Loan Advisors/Specialists, One to One and Broker teams) to better the members experience with People's Choice as well as Retain members
- Working in a team to achieve the same goal
 - Developing rapport with our members to give them the best member value experience

24/08/2020 TO 01/11/2021

PERSONAL LOAN DELIVERY OFFICER, PEOPLE'S CHOICE

- Working with our online, inbound and now Virtual channels to provide outcomes and funding of People's Choice Personal Lending and Credit Card needs
- Working in a team to achieve the same goal
 - Developing rapport with our members to give them the best member value experience

OCTOBER 2018 TO 23/08/2020

MEMBER SERVICE CONSULTANT, PEOPLE'S CHOICE

- Working in the Branch channel to assist members at the front end face-to-face, in a goal to give them real time solutions.
- I would often take on higher duty responsibilities while in this role.
 - Helped keep the branch operating smoothly when a Branch manager wasn't present.

SKILLS

- Personal Loan Delivery officer (involving fast paced turnaround times, high workloads, high expectations/demands)
- Excellent interpersonal skills
- Tech Savy (generally can work out issues outside the box for technology)
- An ability to learn processes that are unique to roles quickly.

- Previous Insurance champ at Victor Harbor, the go to person for Insurance questions at PLD
- Risk appetite, I understand our appetite within People's Choice, while also staying within policy guidelines.
- Strong Decision-making skills when it comes to our members.
- Flexible around work
- Member focused attitude (will always look within the best interests of the member and People's Choice)
- Adaptive to change
- Knowledge of People's Choice products, including Home Loans, Personal loans, Insurance and transactional accounts
- A general understanding of such languages as: JavaScript, MySQL, NoSQL, MongoDB, REACT, GIT & GitHub a general knowledge of the command line, Use of the Agile methodology, as well as a quick adaptability around Excel.

Activities

My Passions include: - Sports of next to any kind (AFL firstly!) watching, supporting. I play social Tennis, Cricket, Football and occasionally try to fit in a game of golf.

- I enjoy time with my young and growing family,

- I enjoy dining out

- I enjoy a good debate, I like to find the right answer, even if it means I'm wrong.

Referee's

Leader:

Jeremy Facciol

E: jfacciol@peopleschoice.com.au

Character Referee:

Jon James

P:0411 314 626

E: jjames@peopleschoice.com.au – People & Culture -People's Choice