

Dineo Ntozakhe

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LINKS

- [linkedin.com/in/dineo-ntozakhe-440308119](https://www.linkedin.com/in/dineo-ntozakhe-440308119)

PROFESSIONAL SUMMARY

Sell vehicles to customers who intend to purchase vehicles via finance and insurance options. Provide clients with the most suitable options for their vehicle purchases which fit within their budget and do not negatively affect their loans. Comply with FAIS and FICA acts as prescribed by the FSCA. Develops and maintains high standards of quality service through effective planning. Adopting communication skills to build and foster long-term relationships.

SKILLS

- Financial administration & record keeping
- Analysing Performance
- Ability to pay attention to detail
- Excellent customer service skills
- Strong organization
- Strong verbal and written communication
- Problem-solving Skills
- Analytical Skills
- New business Development Skills

EDUCATION

University of The Free State - Free State Province | Bachelor of Commerce Honours
Business Management, 2019

University of The Free State - Free State Province | Bachelor of Arts
Corporate Marketing and Communications, 2018

Thusa-Setjhaba High School - Johannesburg | Grade 12 Matric,
2014

WORK HISTORY

FINANCE AND INSURANCE MANAGER | 05/2022 to Current NTT
Nissan Newcastle – Ladysmith, KwaZulu-Natal

- Enthusiastic and motivated to drive sales while building long term relationships with clients.
- Drive profit increases through market research and communication with the banks on the repo rates.
- Prepare monthly balancing routine for analysis.
- Increase sales and upsell on F&I value added products
- Analyse financial data regarding product performance and customer performance and developed reports for key stakeholders.
- Report daily to higher management on the work in progress of the deals.
- Collaborate with team leaders to define standards, policies and procedures to meet company revenue goals.

SERVICE ADVISOR | 01/2021 to 04/2022

NTT Nissan - Klerksdorp, Northwest Province

- Suggested add-on services that would be helpful to customers and improve bottom line.
- Pleasantly greeted customers and asked open-ended questions to better determine needs.
- Documented problems and corrective actions to maintain records.
- Escalated incidents to next level to remain compliant with company's standards and procedures.
- Developed estimates by costing materials, supplies, and labour.

STUDENT ASSISTANT | 01/2019 to 12/2019

Business Management Department - Bloemfontein, Free State province

- Supported student learning objectives through personalized and small group assistance.
- Reported back to instructor to receive day-to-day tasks and responsibilities.
- Provided clerical support, addressing routine and special requirements.
- Provided support to help students with special needs learn and grow.
- Searched at library and in scholarly databases to locate necessary information for research projects.

CERTIFICATIONS

- Regulatory Examination 5 for representatives of Financial Services Providers - 2022 – Present
- National Credit Act for Finance and Insurance (NCA) - 2022- Present
- Class of Business (COB) 1, 2, & 3 - 2022 – Present
- Golden Key International Honor Certificate - 2017 –Present