

Curriculum

Vitae

Of

Juan De Bruyn

Juan Rick De Bruyn

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ADDITIONAL PERSONAL INFORMATION

Date of birth: 1995-08-30

Languages: English
Afrikaans

Skills

- Analytical skills
- Problem solving skills
- Excellent communication and interpersonal skills
- Confident in dealing with a wide range of people
- Excellent team working skills, can be supportive and take lead when needed
- Discretion when dealing with confidential matters
- Commercial awareness and excellent sales skills
- Planning and organising
- The capability to work quickly and efficiently, often at tight time constraints

Computer skills

Proficient in using the following applications:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint

Education

Educational institution: Kleinvlei Secondary School

Qualification: Grade 12 (NQF 4)

Awards in: Business Studies
Economics
English

Life Orientation

Completion date: December 2013

Educational institution: UNISA

Qualification: Bachelor of Arts in Communication Science (ongoing)

Modules Passed:

CML1501	Communication Law
COM1501	Fundamentals of Communication
COM1502	Communication Contexts and Applications
EUP1501	Ethical Information and Communication Technologies for Development Solutions
MNB1501	Business Management IA
MNB1601	Business Management IB
ENN1504	Practicing Workplace English
COM2601	Organisational Communication
COM2602	Integrated Organisational Communication
COM2603	Intercultural, Development and Health Communication
COM2604	Media Studies: Mass Communication and Media Theory
RSC2601	Research in Social Sciences
TEX2601	Writing Skills for the Communication Industry

Short Courses

Course: School of Business Analysis Programme - Level 1

Completion Date: September 2023

Institution: Capitec Bank

Course: Mastering the Power of Assertive Dialogue

Completion Date: November 2022

Institution: Capitec Bank (Bookboon)

Course: LivePerson Training

Completion Date: January 2023

Institution: Capitec Bank

Purpose: To enhance client experience by introducing a more personalized way of interaction, by having empathic banking conversations to earn client's trust.

Course: Horizon System Training

Completion Date: April 2021

Institution: Capitec Bank

Work experience

Organization: Capitec Bank

Position held: Team Leader: Helpdesk Service Support

Duration: 15 April 2024 to present

Job Duties: Manage a team of 10 people
Direct reports perform financial debits and credits on banking client accounts
Perform accuracy audits on financial transactions
Manage department service levels
Workforce Management
Performance review and coaching
Gap analysis in client experience
Process evaluation
Change management
Training to new and existing staff

Organization: Capitec Bank

Position held: Team Leader: Client Care

Duration: 03 April 2023 to 14 April 2024

Job Duties: Managed a team of 13 agents
Performance review and coaching
Call reviews
Assist the department in reaching service levels
Workforce management
Develop agents for the next role
Complaint handling
Gap analysis in service offering
Gap analysis in client experience
Change implementation and management
Assist with LivePerson analysis in real time to improve service delivery

Position: Acting Team Leader: Client Care

Duration: 01 September 2022 to 02 April 2023

Job Duties: Managing a team of 13 agents
Performance review and coaching
Call reviews
Assist the department in reaching service levels
Workforce management
Develop agents for the next role
Complaint handling
Gap analysis in service offering
Gap analysis in client experience
Change implementation and management
Assist with LivePerson analysis in real time to improve service delivery

Position: Complaint Management Office (Secondment)

Duration: 14 March 2022 to 31 August 2023

Job Duties: Complaint handling from all channels
Using the “why” analysis to identify root causes
Make business recommendations for improvement
Liaise with different functions for resolution

Position: Acting Team Leader: Client Care

Duration: 20 September 2021 to 13 March 2022

Job Duties: Managing a team of 13 agents
Performance review and coaching
Call reviews
Assist the department in reaching service levels
Workforce management
Develop agents for the next role
Complaint handling
Gap analysis in service offering
Gap analysis in client experience
Change implementation and management
Assist with LivePerson analysis in real time to improve service delivery

Position: Client Care Agent/ WhatsApp Agent

Duration: 01 May 2019 to 19 September 2021

Job Duties: Account enquiries
Ensure first call resolution
Debit order disputes
Assistance with various payment channels

Escalating disputed transactions
Meet KPIs set out
Assistance via call and chat channels

Organization: EXL Service (UK Motor Insurance BPO)

Position held: Customer Service Advisor

Duration: 12 April 2017 to 30 April 2019

Job Duties: Policy maintenance
Data capturing
Motor Insurance cover amendments and/ quotes
Confirming Policy benefits
Taking electronic payments
Complaint handling
Meet KPIs
Ensure customer's enquiries are fulfilled, first time.
Cross-sell insurance products

Position: Subject Matter Expert

Duration: 01 October 2018 to 30 April 2019

Job Duties: Assisting Team leader
Creating PowerPoint training presentations
Taking escalations
Query assistance to agents
Performance coaching
Standing in when TL is not available

Organization: Discovery Health

Position held: Contact Centre Consultant

Duration: 16 September 2016 to 19 January 2017 (Contract)

Job Duties: Assisting claim enquiries
Data capturing
Policy maintenance
Financial changes confirmation

Benefit structures
Assisting brokers
Meet KPIs

Organization: WNS Global Service (UK Energy Supplier BPO)

Position held: Customer Service Advisor

Duration: 06 October 2014 to 05 September 2016

Job Duties: Billing enquiries
Data Capturing
Take bill payments
Create energy bill via provided meter readings
Complaint handling
Meet KPIs
Assistance via call and email channels

Organization: Mzansi Outsourcing

Duration: 09 June 2014 to September 2014

Position held: Outbound Sales Agent

Job Duties: Outbound sales
Sales capture
Meet KPIs

References

Job Title: Performance Manager (Capitec Bank)

Name: Brandon St Clair

Contact Number: +27 72 904 5939

Job Title: Team Leader (EXL Service)

Name: Lenique Lakay

Contact number: +27 62 021 1234

Job Title: Team Leader (Discovery Health)

Name: Tariq Ebrahim

Contact number: +27 73 215 0085

Job Title: Team Leader (WNS Global Service)

Name: Cindy-Lee Sumner

Contact number: +27 74 875 7717

Job Title: Team Leader

Name: Claude Okkers

Contact Number: +27 74 835 3705