JESSICA SELLOANE RAMATHIBE

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OBJECTIVE

I find great satisfaction in researching and solving problems. I am eager to take on an opportunity that will challenge me, foster personal development through the acquisition of new skills, and allow me to contribute to the organization's goals by leveraging my experience and education.

EXPERIENCE

Universal Banker - Standard Bank Group

Nov 2021 -Present

• Take demand and enquiries from customers across all mediums, relating to card, general banking, home loans, vehicle & asset finance account activities and products.

• Drive customer service excellence to add value and contribute to the overall profitability of the branch.

• Manage the risks associated with new accounts, mandates, and specimen signatures by adhering to risk and compliance requirements.

• Assess what matters to the customer against the ability of processes and systems to meet the customers' demands through the analysis of data, to make recommendations to the Team Lead to act on the system and as further input into the Enablement and Product areas.

• Analyze data and information to develop and apply self-correcting action within scope, to enable constant fulfilment of customer demand.

Digital Banking Consultant- ABSA Group

Jul 2018 -Jan 2021

• Understand and apply existing best practice frameworks to assist in the implementation of identified subject matter processes and standards.

• Perform escalations to ensure problems/requests/issues are communicated effectively and receive proper management attention.

• Navigate clients through online banking and cell phone banking app.

• Provide troubleshooting and technical assistance.

• Assist with general banking queries and give advice on products if deemed necessary

Accounting Trainee- Guarantee Trust

Jul 2016 -Jan 2016

• Basic Bookkeeping

• MS Word, MS Excel, and Pastel

• Virtual Office Practical Accounting Office Training

• Office Orientation

EDUCATION

Data Science Bootcamp- HyperionDev   **Start date: 7 April 2025**

The coursework covers topics including Python, statistical modeling, machine learning, data visualization, big data technologies, data ethics, and domain-specific applications, in order to analyze and interpret complex datasets and drive data-informed decision-making.

AWS Certified Cloud Practitioner

2024

The AWS Certified Cloud Practitioner validates foundational, high-level understanding of AWS Cloud, services, and terminology.

PgDip in Financial Markets- University of Johannesburg   **2017**

Modules: Equity Investment Analysis, Financial Engineering, Quantitative Analysis, Portfolio Management and Applied Financial Market Analysis.

Advanced Diploma in Financial Markets- University of Johannesburg   **2016**

Modules: Financial Market Transactions, Theory & application of corporate events, Client service, financial advice & client and investment needs, Securities information & Market conditions.

PASA Certificate in Foundational Payments- PASA   **2016**

The course provided insight into the macro payment system and how it fits into and impacts the South African economy and covered important payment constructs and explains how various payment streams operate.

Diploma in Accountancy- University of Johannesburg   **2015**

Modules: Financial Accounting, Cost Financial Management, Economics, Taxation, Internal Auditing & control

SKILLS

• MS Excel and MS PowerPoint
• Problem Solving
• Client Orientated and Collaborative work
• Cloud Computing
• Data Analysis
• Risk Analysis
• Accounting and finance techniques
• Excellent written and Oral skills