



Liam Brent Page

DETAILS

Male

072 656 5193

liampage021@gmail.com

NATIONALITY

South African

DRIVING LICENSE

B

DATE/PLACE OF BIRTH

03/02/1997, Cape Town

SKILLS

Patience ●●●●○

Interpersonal Skills ●●●●○

Critical Thinking ●●●●○

Problem Solving ●●●●○

Ethics ●●●●○

LANGUAGES

English ●●●●●

Afrikaans ●●●●○

HOBBIES

Gaming

Hiking

PROFILE

I am a reliable, opportunistic, and diligent individual. I pride myself on being a highly tenacious and enthusiastic worker who is driven to achieve and will carry out my responsibilities to the best of my ability. I've always been eager to learn, and if given the chance, I'll fit in with any system well. I consider myself to be dependable and to have the mindset that nothing in life is insurmountable. When given the chance, I also think I can influence people in a positive way.

WORK EXPERIENCE

Administration Manager and Project Manager , Hollard | Cape Town, South Africa

01 February 2020 – Present

My role included the following:

- Managed a client book of over R4.5 Billion in sum-insured value and R29 Million in annual premium.
- Retained 100% of clients for the annual renewal processes during the 2012-2022 financial year-end.
- Optimized workflow of over 400 clients' products and services, resulting in a 35% reduction in invoicing errors
- Processed more than 50 client requests per day. Supported customers with product enquiries to ensure quality delivery, achieving a 100% customer satisfaction rate.
- Oversaw team tasked with providing renewal information for 400 clients, increasing the renewal success rate by 40%.
- Spearheaded workflow & process efficiency project to enable 20+ staff members to access client files & information on the internal insurance system within 3 seconds instead of the previous 10 minutes.
- Optimized internal task-tracking operations by delivering a more transparent task-tracking system, increasing staff accountability by 90%, resulting in easier oversight by management teams.

Underwriting and Administration Assistant – Hollard | Cape Town, South Africa

September 2018 – January 2020 (part-time)

My role included the following:

- Processed over 2000 renewal policies annually, improving client invoice delivery and payment by 14% per month.
- Facilitated High Court submissions of over 100 legal bonds of security, improving Masters Office relationships and clerk satisfaction.
- Processed over 200 payments per month in local and international currencies with 100% accuracy.

PROJECT EXPERIENCE

Hollard | Court Bonds

Premium Collection and Renewals Project

May 2022 - Jul 2022

- Consolidated client debtors and interacted with brokers to facilitate renewals of policies worth over 7 million rand within the project deadline.
- Honed process efficiencies by 32%, reducing arrears collecting cycle from 33 hours to 12 hours, engendering an 8% rise in annual renewals growth.

EDUCATION

BTECH: Project Management (CPUT)

January 2019 – December 2019

ND: Management (CPUT)

January 2016 - December 2018

National Senior Certificate (Rocklands Senior Secondary School) 2015

Course: Information Literacy (CPUT)

Course: SAP-ERP Foundation(CPUT)

REFERENCES

Jessica Klette | Hollard

072 544 9049

I appreciate you taking the time to read over my resume and take my application into consideration. If you do require any further information, please do not hesitate to contact me accordingly.