Shama Zamisa

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Summary

I am a dynamic individual who is always looking for opportunities to contribute to the company's success by drawing from my Retail Banking experience.

I also relish collaborating with cross-functional teams in order to identify and implement process improvements resulting in increased efficiency and customer satisfaction. I enjoy find unique ways to add value into whichever space I occupy.

I take pride in developing and maintaining strong relationships with both internal and external stakeholders.

Experience

Service Consultant

Capitec

Feb 2019 - May 2023 (4 years 4 months)

I was responsible for delivering quality front-line service through client consultation, the conduction of credit granting policies, the gathering and capturing of information onto various systems and trackers, new client onboarding, and assisting clients with general account related queries.

Client Service Champion

Capitec

Feb 2018 - Jan 2019 (1 year)

My primary day to day activities involved the coordination of branch flow, the escalating of issues that impact branch or client service (account, software or hardware related), interdepartmental liaising, being the first line of contact, client complaint management and/or escalation etc.

Licenses & Certifications

Scrum Master Certified (SMC) - Scrum Alliance

https://bcert.me/siyvodvzb

Deployment - Zaio

Introduction to HTML & CSS - Zaio

Introducing to Object Oriented Programming in JS - Zaio

Software Development and IT - Complete Guide to Key Concepts - Udemy

UC-a9eaf41c-796-4998-a93c-b833c5fcbedf

Customer Relationship Management - Udemy
UC-2c22264e-eff4-42be-9df1-e3b4b64b10f7

Change Management For Organisations: Drive Strategic Results - Udemy
UC-ab9ab007-e3d6-464-9094-ef52469c411

Scrum and Agile Case Studies: Scrum in Real-Life Practice - Udemy
Issued Dec 2023 - Expires Dec 2023
UC-1658ccdd-f56d-499d-9d6d-66418a45739

Jira Fundamentals Badge - Atlassian

Confluence Fundamentals Badge - Atlassian

Complete Frontend Development Course - EC-Council
300442

Skills

Client Relations • Interpersonal Skills • JavaScript • Front-End Development • Attention to Detail • Change Management • Zendesk • Ticketing Systems • SCRUM MASTER • Jira

Honors & Awards

Awarded Best Client Service Champion in Region - Capitec Bank
Dec 2018
Awarded 'Best Client Service Champion in the Region' for the year 2018.