Brett Ryan

Kariega, Eastern Cape

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🌐 **in** https://shorturl.at/mYS4E

Education

- **National Certificate: Information Technology: Database Development (NQF6, SAQA ID 71850)**
  CTU Training Solutions   Year Obtained: 2025
  Gqeberha, Eastern Cape

- **IT Specialist - HTML, CSS**   Year obtained: 2022
  Pearson

- **IT Specialist - JavaScript**   Year obtained: 2022
  Pearson

- **Microsoft Certified: Azure Database Fundamentals**   Year obtained: 2022
  Microsoft

- **National Senior Certificate**   Year obtained: 2021
  The Brandwag Highschool
  Kariega, Eastern Cape

Skills

- C#
- ASP.NET Core
- Entity Framework Core
- SQL Server
- HTML, CSS
- JavaScript
- BootStrap
- Java
- Python
- Git and GitHub
- Microsoft Office (Excel, Outlook, Word, PowerPoint).
- Customer Service Excellence
- Excellent phone and email etiquette
- Proclaim Claims Management System
- Greenhouse Recruitment Application
- ISAGI Portal
- MIB Portal

Projects

- **Work Integrated Learning at Volkswagen South Africa**
  - I completed my Work Integrated Learning project for my third year studies in the Software Development course at CTU Training Solutions at Volkswagen in Kariega. I was situated in the Information Services offices and was mentored by the IT manager.
  - I was tasked to develop additional functionality to an existing internal inventory management system. This included adding functionality to import data from a formatted Excel sheet that contains IT devices' information, filter what data must be imported based on it's last scan date and the device's name. The data must then be displayed in a table format and be able to filter the data based on serial number, device name, and last scan date. The data that failed to import due to the serial number not existing in the existing Devices table must be displayed on a separate page and must be exported to Excel.
  - I created a new table in the existing Inventory Management System database.
  - I created an ASP.NET Core MVC web application that successfully connected to the database.
  - The web application consists of two views: the home view with the new table and the Import Summary view to display the failed import records.
  - New data can be imported based off of the given filters and if the serial number exists in the Devices table.

- The imported data can be filtered by serial number, device name, and last scan date. The failed records are displayed on the Import Summary view and can be exported to a new Excel sheet.
- I reviewed the Active Directory groups that will have access to the system once the functionality is implemented.
- I reviewed the version control structure of the company to understand how changes to internal systems are discussed.
- I demonstrated the functionality to two IT managers who were satisfied with the end result.
- **Work Integrated Learning at Volkswagen South Africa**
  - As part of the Work Integrated Learning project for the 2nd year of the Software Development course at CTU Training Solutions, I attended Volkswagen South Africa for 2 weeks. Shadowed the development of an internal award system focused on the company's core values. The system was developed with ASP.NET Core MVC.
  - Took part in software developer team meetings, giving me insight on the planning and structure of Volkswagen's IT projects.

Experience

- **Recoveries Handler**   13/01/2025 - Present
  MSL Legal Expenses, Gqeberha
  - On-Hire Recoveries handler part of MSL's South African team with head offices situated in Manchester, United Kingdom.
  - Specialise in the recovery of client's additional losses, such as loss of earnings and policy excess, following a motor vehicle accident during the period of the client making use of MSL's hire vehicle.
  - Complete litigation reviews on claims with the goal of ensuring third party driver details are on file, determine if DVLA searches are needed if the third party is untraced, determine if the third party vehicle is registered as a foreign vehicle, and check for any other indemnity issues on the claim. This speeds up the process of litigation once the claim is assigned to a recoveries handler.
  - Complete financial reviews of client's financial statements on the ISAGI portal to check if the client has connected all his financial accounts to the ISAGI application and determine the client's pecuniosity status.
  - Contact client's to confirm if they wish to claim for loss of earnings/loss of profit, policy excess, personal injury, or other uninsured losses. Explain the process of these claims and request the needed evidence.
  - Investigate and calculate what our client's are legally entitled to claim for loss of earnings/loss of profit using the given evidence.
  - Send uninsured losses claims forward to third party insurers and discuss settlement to ease the task once a recoveries handler is allocated to the claim.
  - Take inbound calls from client's, third party representatives, and business partners, and assist with any and all queries.

- **Insurance Claims Handler**   04/11/2024 - 06/01/2024
  EDAM, Gqeberha
  - Insurance claims handler part of EDAM's South African team with head offices situated in Manchester, United Kingdom.
  - Served as the first point of contact for customers reporting vehicle accidents, providing empathetic support and collecting essential incident details to initiate claims.
  - Accurately recorded and processed new claims within internal systems, ensuring data integrity and adherence to company and regulatory standards.
  - Coordinated vehicle recovery, repair logistics, and replacement car services through a nationwide network of partners.
  - Communicated effectively with third parties including insurers, repair centers, and other stakeholders to progress claims efficiently.
  - Maintained clear and professional documentation across all stages of the claims process, ensuring compliance with FCA and internal guidelines.
  - Consistently met performance targets related to customer service quality, response times, and claim initiation metrics.

- **Recruitment Clerk**   27/04/2024 - 27/09/2024
  Takealot, Uitenhage
  - Handled administrative tasks and data capturing on the Takealot dashboard.
  - Scheduled and conducted driver applicant interviews.
  - Sourced recruits and collaborated with recruitment teams from other Takealot hubs.
  - Updated the Greenhouse Recruitment application.
  - Met recruitment targets consistently.
  - Managed onboarding of independent contractors and staff.
  - Maintained documentation for drivers and internal staff.
  - Conducted training and retraining sessions for drivers.

- Ensured efficient recruitment processes and compliance with standard operating procedures.
- Inspected driver vehicles and uniforms to meet operational standards.

- **Dashboard Clerk**   16/11/2023 - 27/04/2024
  Takealot, Uitenhage
    - Performed daily cash-ups for Mr Delivery.
    - Shifted drivers for efficient task allocation.
    - Conducted cash-ups for drivers post-shift.
    - Inspected drivers and their vehicles.
    - Managed office administration tasks.
    - Monitored on-premises CCTV systems.
    - Communicated with Mr Delivery customers as required.

Personal Details

- Date of Birth   : 02/06/2003
- Nationality   : South African
- Gender   : Male
- Driving Licence : Code 8

Reference

- **Audrey Erasmus - Takealot**
  Shift Manager
  +27 69 189 2827