Brett Ryan

Uitenhage, Eastern Cape

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🌐 **in** https://shorturl.at/mYS4E

Objective

I'm a passionate and hardworking individual with a strong love for programming that started in high school. I enjoy building interesting and complex systems, especially with web and database integration, and constantly look for ways to improve them. I've completed multiple IT qualifications focused on software and database development, and I'm always eager to learn and grow. I embrace challenges, adapt quickly, and bring a people-first mindset to every role I take on. My third and final year of studies concludes in 2025.

Experience

- **Insurance Recoveries Handler**   13/01/2025 - Present
  MSL Legal Expenses, Gqeberha
  - Recoveries handler part of MSL's South African team with head offices situated in Manchester, United Kingdom.
  - Deal with the recovery of our clients' uninsured losses such as loss of earnings and policy excess during the on-hire period.
  - Review client financial reports and feed back to management in regards to ensuring a clear understanding of the client's financial situation.
  - Review claims and ensure third party driver information is on file in regards to issuing legal proceedings.
  - Deliver exceptional customer service throughout the claims recovery process, adhering to business service standards and targets.
  - Apply expert knowledge of the motor industry, including vehicle repair cycles, insurance policies, and relevant regulatory frameworks (GTA, MOJ, FCS, ABI, BIBS).
  - Work in a fast-paced environment, effectively handling a high caseload while maintaining attention to detail and organizational efficiency.
  - Consistently meet or exceeded departmental KPIs related to client contact and working of my caseload.
  - Maintain up-to-date records and documentation in line with compliance and data protection standards.
  - Occasionally stood in as a FNOL handler, completing claim setup by triaging clients.

- **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.

Education

- **National Certificate: Information Technology (Systems Development) (NQF 5, MICT SETA ID: 48872)**
  CTU Training Solutions   Year obtained: 2024
  Port Elizabeth

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

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

- **National Senior Certificate**   Year obtained: 2021
  The Brandwag Highschool
  Uitenhage

CTU Training Solutions Modules

- Beginner Java
- Programming with C#
- Solutions Development
- Developers and Operations Engineering
- Advanced Java
- Business Programming
- Advanced Server Security
- Administering Database Infrastructure
- Cybersecurity Professional Practice
- Advanced Design Patterns
- Data Solution Development
- IT Project Management

Skills

- Relational Databases
- SQL Server Management Studio
- Database Design and Normalisation
- Entity Framework (Code-first and DB-first)
- Version Control with Git and Github
- Object Oriented Programming with C#
- ASP.NET Core Web Development
- HTML, CSS, And JavaScript
- Microsoft Azure
- Java Development
- Python Development
- Visual Studio
- Visual Studio Code

- Git
- Debugging and troubleshooting web apps.
- Microsoft Office (Excel, Outlook, Word, PowerPoint).
- CRM / Claims Management Platforms
- Claims processing workflow.
- Customer service excellence.
- Data entry and record keeping.

Projects

- **Work Integrated Learning**

  Part of the Work Integrated Learning assignment for my second year of the Software Development course at CTU Training Solutions, we were tasked to complete 80 hours of shadowing/working at a company within it's IT department. I completed this assignment at Volkswagen South Africa in Uitenhage. Here I worked alongside the software developers in the IT department, learning a lot about how they develop their internal systems. I shadowed the development of a ticketing system that tracks entry and exit of visitors at the plant, arrange appointments and confirm information over email. I attended department meetings where project scopes and progress were discussed. I practiced database querying with SQL Server, web application development with ASP.NET Core, and web development with HTML, CSS, and JavaScript.

Personal Details

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

Reference

- **Audrey Erasmus - Takealot**
  Shift Manager
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