

Brett Ryan

Kariega, Eastern Cape

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 <https://brexhie.github.io/PortfolioWebsite/>

 <https://shorturl.at/mYS4E>

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.
 - Make and take phone calls from customers and third party insurers, leaving detailed notes on the system after each call.
 - 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
Gqeberha, Eastern Cape Year obtained: 2024
- **IT Specialist - HTML, CSS**
Pearson Year obtained: 2022
- **IT Specialist - JavaScript**
Pearson Year obtained: 2022
- **National Senior Certificate**
The Brandwag Highschool
Kariega, Eastern Cape Year obtained: 2021

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
- Java Development
- Microsoft Azure
- Visual Studio
- Python Development
- JavaScript
- 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

- **Developer Portfolio Website**

My static portfolio website to showcase my projects. Designed with Figma and developed using HTML, CSS, Bootstrap, and JavaScript. Link to my website is at the top of my CV.

- **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 its IT department. I completed this assignment at Volkswagen South Africa in Kariega. Here I shadowed the development of internal IT systems in the IT department, learning a lot about how a software development team functions. 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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