Brett Ryan

Kariega, Eastern Cape

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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   Year obtained: 2024
  Gqeberha, Eastern Cape

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

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

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

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

- **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 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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