

## **Dr Ricardo Virgill Smart (PhD)**

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### **PROFESSIONAL PROFILE**

Dedicated and results-oriented professional with experience in operations and process improvement within the financial services industry. Adept at managing stakeholders and resolving complex issues. Skilled in project management and identifying business needs and requirements to drive efficiency and desired business outcomes. Efficient in VBA coding, MS Office package, and programming languages such as Python and R. Passionate about data analysis, with a keen interest in using innovative solutions to optimize operations and drive business growth. Committed to continuous learning and staying abreast of industry trends, with a proven track record of delivering exceptional results in dynamic environments.

### **KEY PERFORMANCES**

Business acumen

Customer-centric mindset

Excellent administration skills

Fluent in both Afrikaans and English

Good conflict management skills

Good in collaboration and teamwork

Good interpersonal skills

Highly organized and detail-oriented

Innovative and problem solving mindset

Internally curious nature to learn more

Resilience

### **EDUCATIONAL HISTORY**

#### **Stellenbosch University (SU)**

Doctor of Philosophy degree in Wine Biotechnology

Master of Science degree in Microbiology

Bachelor of Science (Hons) degree in Medical Microbiology

Bachelor of Science degree in Molecular Biology & Biotechnology

### **WORK EXPERIENCE SUMMARY**

#### **Jul 2023 – Current**

##### **Technical Specialist in Life Operations, PPS**

- Analyse business needs and document business processes
- Communicate and report on consolidated information to managers
- Conduct impact analysis of proposed solutions with key stakeholders
- Coordinate testing efforts and manage deliverables
- Data analysis and mining to support data integrity and reporting
- Draft and review business requirements
- Draft EPICs, features, and user stories
- Identify systems defects and implement required workarounds
- Investigate root causes of system defects
- Project management with Sales, Operations, and IT stakeholders
- Support business users with system defects
- Test and implement enhancements in business processes
- Training and business continuity
- User training and support post-system enhancement

#### **Dec 2022 – Jun 2022**

##### **Back Office Agent in New Business, PPS**

- Accurate record keeping and reporting
- Build and maintain relationships with internal stakeholders.
- Collaborate effectively with internal business units
- Demonstrate technical understanding of product offerings
- Ensure compliance with regulatory requirements
- Identify process improvements to streamline operations
- Manage reputation risk
- Operations support and technical understanding
- Support the Technical Specialist Teams with managing projects

#### **Feb 2022 – Nov 2022**

##### **Life broker services business administration (Graduate intern), PPS**

- Act as broker consultant for accredited financial advisors
- Discover new avenues for business development
- Establish and maintain new business relationships
- Explore new innovative ideas to enhance business potential
- Organise professional development programs for students
- Review the broker's portfolio to improve business opportunities

### **VOLUNTARY WORK AND LEADERSHIP ROLES EXPERIENCE**

#### **Sept 2016 – Oct 2018**

**Vice-President of the Golden Key International Honour Society, SU**

Verbal communication skills  
Written Communication skills

## KNOWLEDGE AND SKILLS

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Data analytics  
POWERBI Dashboards  
Experience in Operations  
FICA/FAIS and TCF outcomes  
Financial services industry environment  
MS Office package  
Programming language (Python and R)  
Project management skills  
Stakeholder engagement

- Chapter performance got national and international recognition
- Initiated and explored new community service projects
- Organized several personal and professional development programs
- Presented at several international leadership conferences
- Received an award for community leadership

## ACHIEVEMENTS AND ACKNOWLEDGEMENTS

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- Africa's Top 100 Brightest Young Minds
- Ambassador for the Student Wimbledon Cluster - SU
- International Leadership Council representative for Alumni - GK
- Interviewed on national tv regarding the importance of education
- Mayor's award for community leadership – City of Cape Town
- Part of an award nominated documentary – Rachel's Angels
- Presented at the Functional Metagenomics Conference in Norway
- Rector's award for excellent achievement – Community leadership

## INTERESTS

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Artificial intelligence and Automation  
Data science and Machine learning models  
Process and system enhancement  
VBA coding on MS Excel