



Monique Van Zyl

Full Stack Web Developer

📍 Western Cape, South Africa

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Professional Profile

Mission-driven full stack developer with a passion for thoughtful UX/ UI design, collaboration, and analytics., with a solid business background in operations, commercial facilities management, and customer service. Now newly re-trained in Web Development, brings a wealth of business and analytical skills to a new role.

Competencies

Front-end Development

HTML / CSS

Full-Stack Development

Javascript

User Interface Design

User Experience Design

Technical Certifications

Javascript	Academy of Digital Arts	2020
Full Stack Web Development	HyperionDev	2020
Certified Scrum Product Owner (CSPO)	Think Agile	2019
Business Analysis	Faculty Training Institute	2019
UX Design	Academy of Digital Arts	2019
Sketch & UI Design	Academy of Digital Arts	2019
Responsive HTML & CSS	Academy of Digital Arts	2019
Blockchain Technologies	MIT Sloan	2018
Executive Coaching	UCT	2017
Train the Trainer	ITE, Singapore	2015

Career Summary

📁 2UGetsmarter, South Africa

Aug 2018 – May 2019

👤 Course Consultant

KEY ACHIEVEMENTS

- Consistently met KPIs and target metrics

RESPONSIBILITIES

- Promoted sales of enrolment in short courses from one of GetSmarter's top tertiary educational partners
- Handled customer enquiries, resolving difficulties and delivering outstanding service to prospective and current students

📁 Colliers International

Feb 2016 – Feb 2018


👤 Operations Manager, Hong Kong

KEY ACHIEVEMENTS

- Designed Australian Property Database to analyse visualise trends and insights to present to stakeholders
- Delivered market analysis on an array of foreign property markets resulting in a 20% sales increase for F17

RESPONSIBILITIES

- Liaised with contractors, vendors, owners and other stakeholders to ensure profitable and efficient delivery of services
- Prepared technical documents, including product documentation, and communicated to customers as appropriate
- Carried out market and competitive analysis
- Captured internal and client business requirements, and documented as the basis for projects and process changes
- Analysed data and prepared reports to assist in management decision-making, including use of Business Intelligence, Data Mining and Visualisation technologies

 Colliers International
 Account Manager, Singapore



Mar 2014 – Feb 2016

KEY ACHIEVEMENTS

- Achieved facilities management customer satisfaction Key Performance Indicators 3 years in a row for Fortune 500 companies including LinkedIn, BHP Billiton, Kimberly Clark and Allianz
- Implemented a dashboard to monitor facility consumables, resulting in customer savings of 17% in this area in at the end of the financial year 2016.

RESPONSIBILITIES

- Oversaw all activities of subcontractors to ensure compliance with contractual obligations and Service Level Agreements
- Liaised daily with clients and other stakeholders to maintain constantly updated understanding of requirements and prioritise work accordingly
- Contributed to strategic plans by gathering and analysing marketing and sales information and making consequent recommendations
- Gathered clients' business requirements and use cases, documenting these in the form of proposals for new and revised business
- Oversaw project priorities and budgets, managing and liaising with multiple cross-functional teams to ensure delivery of services to specification
- Contributed to business change management processes

 Customer Service Manager
 Servcorp, Singapore

Mar 2011 – Mar 2014



KEY ACHIEVEMENTS

- Reduced staff turnover to zero
- Delivered consistently excellent customer service and met all client KPIs

RESPONSIBILITIES

- Led and managed a team handling all customer service interactions, ensuring that the functions contributed company strategy and objectives
- Processed enquiries, quotations, orders and confirmations to defined Service Level Agreements
- Oversaw staff training and development, identifying gaps and opportunities for improvement and scheduling action accordingly
- Cultivated a culture of Continuous Improvement, and a positive and constructive team environment

Education

 Bachelor of Business Administration
 Mancosa

In progress

Other Certifications

Diploma in Gemmological and Diamond Grading	Gemmological Institute of America	2010
Events Management and Marketing	Intec College South Africa	2010
Image Consulting and Personal Styling	Colorworks South Africa	2007