



Monique Van Zyl

Full Stack Web Developer

📍 Western Cape, South Africa

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🔗 in/monique-van-zyl-94079225/

🌐 <https://moniquevz.github.io/portfolio/>

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

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|--------------------------------------|----------------------------|------|
| 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

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|---|-----------------------------------|------|
| 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 |