



Mpumelelo Hlongwane

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Objectives

I am blessed to possess an inquisitive and creative mindset which allows me to grasp new concepts promptly and to find unique solutions to everyday issues. I ran an informal product design and development business for more than 4 years, the main activity of the business was taking client needs, conceptualizing, designing and facilitating the manufacturing of a product that would meet their needs within their budget. This involved me analyzing the work that needed to be accomplished, breaking it down, designing a product and facilitating the project of manufacturing it.

This sharpened my critical and conceptual thinking skills, it developed an appreciation for a broad company structure and greatly enhanced my readiness to work within a team. It built in me an internal accountability for deadlines and accuracy.

Education

- **Certificate in Project Management:** Imsimbi training (2020)
- **Bachelor of Law Degree:** UNISA (Current)
- **Higher certificate in Law:** UNISA (2016)
- **Certificate in Entrepreneurial development** : Raymond Ackerman Academy for Entrepreneurial development/ University of Johannesburg(2014)
- **Matric** – Institution: The National School of the Arts (2004)

Experience

Fraud Administrator (2021 - Currently)

FNB – FNB Credit Card

- Take fraud queries from Clients
- Deactivation of cards
- Referring matters for investigation

Project administrator (2019 -2021)

FNB – Retail & Commercial fulfilment

- Work in various administrative and communications projects
- Presenting FNB products to clients
- Investigate clients complains with FATCA's foreign tax residency requirements

- Contact clients that do not comply and take them through the process up to them being complaint
- Take on special investigations on general topics e.g. how particular campaigns are performing and why.
- As a second in charge to the team leader I assume the team leaders duties in his absence which includes:
 - Attending morning meetings with the department operations manager
 - Distribute work to the team everyday
 - Compiling stats of my team member's output

Entrepreneur (2011 –2017)

M-sol innovations

- General business administration
- Sourced clients
- Conceptualized, designed and facilitated manufacturing new products
- Graphic and web design
- **Solution Analysis**
 - Interpreted client's requirements
 - Research how systems around the solution work(physical, financial, legal constraints)
 - Design a new solution within scope and budget
 - Facilitate the manufacture
 - Source and assign manufacturer (if necessary)
 - Redesign solution as I learn from manufacturers and client
 - Kept in constant contact with clients on less predictable project e.g. aesthetic design projects.
- One of my products was selected for development by the Technology innovation agency's youth program. This consumed the bulk of the company's time from 2012 to 2014.

General worker (2010 –2011)

Phenomenal Properties (Company closed down)

- Office administration
- Contacting clients
- Typing out office documents e.g. rental mandates, contracts

Account Management Consultant (2008 –2010)

Standard Bank – Home loans (People Serv: 086112 3444))

- Telephonically collect consumer debtor accounts in arrears
- Collecting accounts aged 30 to 60 days in arrears
- Negotiate, capture and follow up on payment arrangements
- Working towards and meeting predetermined collection targets

Skills

- Graphics Design: I have an extensive history in the arts and design
- Microsoft office (Including MS Projects)
- I am a self-taught web developer hobbyist
- Graphic Design software: Photoshop, illustrator, Dreamweaver

Personality Profile

- Very inquisitive, analytical, creative
- Enjoy understanding and interacting with people
- Hold respect as the highest priority
- A humble team player
- I am a fan of humor (at least 3 good belly laugh a week makes it all worth it)
- I am a fan of new information
- I am a fan of innovation
- Driven to succeed

References

- **Phemelo Masilo**
Position: Learning and development coordinator at FNB in the R & C fulfillment (CRS) department
Relationship: My mentor at FNB through my project management learnership
Contact: 065 871 1298
- **Clint Fynn**
Position: Team leader at FNB in the R & C fulfillment (CRS) department
Relationship: My team leader
Contact: 076 955 1461
- **Nonhlanhla Heshu**
Position: Functional Analyst at Wesbank in the ERP financial data warehouse
Relationship: I was part of her Python classes at Wesbank
Contact: 081 499 3848