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|  |  | Mpumelelo Hlongwane  ID: 8510016038085  **Address:** Unit 38, 10 Maldives Nossob Street, Winchester Hills, Johannesburg 2097  **Phone:** 073 441 0007  **E-mail:** mpumelelohlongwane@outlook.com |

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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 Analyst (2021 - Currently)  FNB – FNB Credit Card   * Investigate Credit card transactions for fraud * Verify suspicious transactions with clients * Deactivate and issue new card in cases fraud is verified * Referring fraud confirmations 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 coordinatorat FNBin 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 |