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| **[Curriculum vitae]** |
| This is the property of Alvin Christopher Logenstein. |

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|  | 🞂Alvin Logenstein  9 Marwil Slot Uiterwyk Jacarandas Kuilsriver 7560  Phone: 076 265 2638  Alt Phone: 078 341 0792  E-mail: [alvin.logenstein@gmail.com](mailto:alvin.logenstein@gmail.com)  ID: 8207105166089  Date of birth: 10 July 1982  Marital status: Married |  |

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|  | Objectives  I am Alvin Logenstein, a hardworking, quick learning and goal-orientated individual. My key strengths are being able to think holistically yet critically about a specific task; being able to multi-task without losing sight of the end goal on each project. I am passionate about business analysis and have found that my key strengths are projected suitably in this discipline.  My work experience has covered many areas and I have obtained valuable knowledge about each area concerned. Some of the areas entail finance and business analysis as well as customer service in the online banking, retail and information systems environments.  My key objective is to be a Business Analyst in its entirety and to move away from doing only certain aspects of this discipline. I have worked in a team environment on many occasions and have learnt to respect the balance of positives and negatives in a team environment. I am however and individual that is focused and driven to function within a team and individually.  Education  B.com General (31 December 2013)  Majors: Information Systems and Management   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | B.COM INFORMATIONS SYSTEMS | | **NQF** | |  | | | **MODULE** | **DESCRIPTION** | **LEVEL** | **CREDITS** | **MARK** |  | **YEAR** | **SMT** | | ALC131 | ACADEMIC LITERACY FOR COM 131 | 5 | 15.00 | 60.00 | C | 2010 | 1 | | IFS131 | INFORMATION SYSTEMS 131 | 5 | 15.00 | 78.00 | A | 2010 | 1 | | QSC132 | QUANTITATIVE SKILLS FOR COM 132 | 5 | 15.00 | 75.00 | A | 2010 | 2 | | MAN132 | MANAGEMENT 132 | 5 | 15.00 | 69.00 | C | 2010 | 2 | | ACM131 | ACCOUNTING FOR MANAGEMENT 131 | 5 | 15.00 | 67.00 | C | 2011 | 1 | | BUS131 | **BUSINESS STATISTICS 131** | 5 | 15.00 | 61.00 | C | 2011 | 1 | | ECO133 | ECONOMICS 133 | 5 | 15.00 | 69.00 | C | 2011 | 1 | | IPS132 | INDUSTRIAL PSYCHOLOGY BPS 132 | 5 | 15.00 | 62.00 | C | 2011 | 2 | | MAN233 | OPERATIONS MANAGEMENT 233 | 6 | 15.00 | 78.00 | A | 2011 | 2 | | MAN231 | MARKETING 231 | 6 | 10.00 | 60.00 | C | 2012 | 1 | | MAN235 | **MANAGEMENT FINANCE 235** | 6 | 10.00 | 61.00 | C | 2012 | 1 | | IFS231 | **BUSINESS ANALYSIS 232** | 6 | 20.00 | 71.00 | B | 2012 | 1 | | ACM231 | **COST ACCOUNTING 233** | 6 | 20.00 | 69.00 | C | 2012 | 1 | | IFS233 | **PROJECT MANAGEMENT (SDLC)** 233 | 6 | 20.00 | DEC’12 |  | 2012 | 2 | | MAN234 | **BUSINESS FINANCE 235** | 6 | 10.00 | DEC’12 |  | 2012 | 2 | | ACM232 | **MANAGEMENT ACCOUNTING (IFRS) 232** | 6 | 20.00 | DEC’12 |  | 2012 | 2 | | IFS361 | **INFORMATIONS SYSTEMS STRATEGY (SDLC)** | 7 | 30.00 |  |  | 2013 | 1 | | MAN314 | RESEARCH AND COMMUNICATIONS | 7 | 30.00 |  |  | 2013 | 1 | | MAN305 | FINANCIAL AND ANALYTICAL TECHNIQUES | 7 | 30.00 |  |  | 2013 | 1 | | IFS362 | ARCHITECTURE AND INFRASTRUCTURE | 7 | 30.00 |  |  | 2013 | 2 | | MAN304 | STRATEGIC MANAGEMENT | 7 | 30.00 |  |  | 2013 | 2 | | MAN235 | PROJECT MANAGEMENT | 7 | 30.00 |  |  | 2013 | 2 |   Matriculation   * Steenberg Secondary School * Mathematics * Physics * Biology * Geography * English * Afrikaans   Business Analysis Course (BABOK) – January 2013   * All About Expert * A five day course structured around BABOK and adherence to these principles in various industries   Professional Experience  Finance Processing Specialist (01 November 2012 – Current)  Datacash Systems - Mastercard (Century Drive, Century City)  Industry: Online Banking  **Gross Pay: R15,000.00 per month**  **Benefits: Medical Aid and Provident Fund**  **Job Synopsis**  The primary focus of this role involves financial reconciliation of Master Processing accounts, including fee setups, MID and client setups.  **Primary Function:**  **Financial Reconciliation**   * Reconciliation of processor data against internal data * Analysis of financial data to ensure data integrity * Ensure all outstanding funds are settled and processed timorously * Accurate calculation of client rebates * Review existing data flow processes to ensure accurate and reliable data with a view to limit data redundancy * Manage multiple online banking products including Natwest (RBS), WorldPay, DBT, etc   **Client, MID, Fee Setups**   * Ensure that all processor accounts are setup correctly in Navision by regularly reviewing internal fee setups inclusive of commission based and flat rate fees for all Master processors * Ensure that all clients (Inter/Intra currencies, 3D/Non-3D, etc) rates are setup correctly to ensure reliable profit calculations * Setup MIDs (vTID’s) to ensure that relevant currency type processing is routed to appropriate accounts * Ensure that due diligence documentation are easily accessible * Investigate and/or Analyze any discrepancies pertaining to fees, clients and MID setups   **Adhoc**   * Reviewing existing processes in the finance department with the aim to improve it as well as indentifying new processes; this entails the following but may be amended from time to time   + End-User Documentation   + Financial reconciliation processes (system documentation)     - MS Dynamics (Navision), SQL Reports, etc * Demonstrate sound business acumen * Ability to demonstrate excellent communication skills both written and verbally to various parties including external clients   **Secondary Function**  **Finance Project Team**   * Business Analysis function in Navision on small-to-medium sized projects *(note: Role may vary depending on scope and size of project and may entail a Junior Project Management Role)*   + Perform a mentoring Business analysis function to other members of the project team by reviewing and amending their documentation where necessary   + Document business requirements in BRD’s   + Illustrate new/existing processes using MS Visio, Excel, etc   + Provide work-breakdown structures where required using MS Project   + Liaise with other business units in order to obtain necessary information and to define relevant data or processes   + Ensure that all processes, procedures and product information pertaining to the project team is documented and regularly updated   + Ensure that all procedures and processes are clearly defined in line the finance departments business requirements and communicated to relevant parties   + Perform User-Acceptance testing and document test results   + Produce End-user documentation to end users and train end users where required * Demonstrate an understanding of various project management methodologies including Prince2, Six Sigma, Agile, Waterfall, RAD, RUP, JAD, Crystal Methods * Introduce project administration methods where required * Plan and organize new client finance projects when project is assigned to you as Junior PM   Professional Experience  Finance Account Executive (07 May 2012 – 30 October 2012)  Datacash Systems - Mastercard (Century Drive, Century City)  Industry: Online Banking  **Gross Pay: R14,000.00 per month**  **Benefits: Medical Aid and Provident Fund**  **Job Synopsis**  Facilitate effective account management of client's financial information, and building and maintaining successful client relationships. Reviewing existing processes in the finance department with the aim to improve it.  **Key Responsibilities/Tasks**  **Checking of Balances**   * Checking of clients’ netcash position with DataCash on a daily basis. * Checking of the following and informing the Controller & clients of the status of these balances.   + Processor balances   + Reserve balances   + Chargeback Ratios   **Settlement Reports**     * Posting of Settlement reports in Navision * Resolving un-posted settlement reports and ensuring that un-posted settlement reports reflect what complete / incomplete. * Checking settlement reports- the information agrees with Navision. Any discrepancies need to be followed up with the Data Control/Processor and reasons need to be provided in this regard. * Supplying clients with settlement reports via ICE, e-mail, FTP * Maintain Outstanding Settlement Reports * Minimize client complaints   **Ledger Reports (Outstanding Balance Report)**   * Reconcile transactional data with the inclusion of deductions (fees to be accounted for accurately) with the funds that settle from processors. * Follow up with processor/banking on any running balances/outstanding funds. * Clear recon between Settlement reports, Ledger and Cash Flow.   **Cash Flow Reports**   * Analyzing daily, weekly and monthly Cash Flow reports sent via SQL for any varying trends * Checking cash flow reports i.e. opening & closing balances, wire schedules, transfer request, other   **Client queries**   * Attend to Transfer requests and relevant queries (Right Now incident management tool) management * Ensure client satisfaction.   **Ad hoc duties as requested**   * Ensure that ad-hoc duties has been completed as per agreement * Update fee schedules when rates change * Balances, PTS Reports, Timeouts, Cost of Fraud Report, Cash Position Reports * PTS reconciliation reports, Refunds reconciliations   **Reason For Leaving:** Moved to Acquiring department as a Processing Specialist  Customer Services Analyst/Team Leader (01 February 2008 – 10 February 2012)  E-Cash Systems (Triangle House, 22 Riebeeck Street, Cape Town)  Industry: Online Banking  **Gross Pay: 16,000.00 per month**  **Benefits: Company Cell-phone**  **Job Synopsis**  To perform a business analysis function with the customer service department to identify, document and improve existing/new processes. Perform day-to-day team leader duties within the customer service department.  **Analysis duties**   * Document new procedures and policies relating to the customer services department as and when required * Document business requirements using the MS Office suit (Word, Excel, Visio) * Provide end-user systems training and support to new employees * Contribute to projects related to area of responsibility by liaising with the development team * Communicate on a professional and timely manner to all customers, clients and colleagues * Develop, document and maintain end-user training manuals * Provide formal end-user training to new employees using MS Powerpoint * Create, document and maintain client documentation (end-user training manuals) * Daily data volume monitoring and analysis   Ad hoc Tasks (these include, but is not limited to):   * Conduct new employee interviews for the customer service department * Assist in business requirement reviews   **Reporting**   * Create and/or maintain reports pertaining to transactional data * Create and/or maintain reports pertaining to fraud activity data * Provide weekly feedback and analysis to management on consolidated transactional data across different platforms * Transactional data and fraud (chargeback) Analysis * Develop and/or maintain Sales force CRM to produce query volumes * Analysis query volumes and query types   **Management and Training Duties:**  Daily Task Delegation which include but is not limited to:   * Tending to and resolving fraud-activity related queries * Performance management based on levels of support in relation to support statistics and agent performance in relation to KPI * Assigning or manage bespoke duties when required * Host bi-weekly meetings with team members on query and transaction volumes * Coach and Developing team with a view to improve the function of the department * Manage and review new client applications * Perform functionality testing of newly launched websites entailing user friendliness, structure and effectiveness to online cardholders   **Client Support Responsibilities**  Respond to inquiries about problems and providing advice, information and assistance to merchants  **End User Support Responsibilities**  Respond to first level customer and merchant queries in a timely manner  Request, review and file due diligence documentation from customers as required  **Reason For Leaving:** Retrenched – due to operational requirements where this division in the business closed down.  *Customer Service Representative* (01 February 2008 – 10 February 2012)  E-Cash Systems (Triangle House, 22 Riebeeck Street, Cape Town)  Industry: Online Banking  **Gross Pay: 13,750.00 per month**  **Benefits: None**  **End User Support Responsibilities**   * Respond to first level customer and merchant queries in a timely manner. * Request, review and file due diligence documentation from customers as required * Process and escalate payment requests received from customers * One Call resolution approach via all mediums of communication   **Merchant Support Responsibilities**     * Responding to inquiries about problems and providing advice, information and assistance. * Assess current and introduce new resolution and escalation procedures and policies merchant support   **General:**   * Introduce new procedures and policies for customer services related tasks. * Contribute to projects related to relevant area of responsibility which includes but is not limited to new procedures relating to the development and enhancement of the department * Able to adapt to change and handle pressure productively * Communicate on a professional and timely manner to all customers, merchants and colleagues * Accurate capturing of data in spreadsheets and management related statistics.   **Reporting:**   * Maintain acceptance rates reporting on a weekly and monthly basis * Maintain reporting on dispute volumes on a weekly and monthly basis   + Develop and maintain staff training and user manuals   + Develop and maintain merchant user manuals   + Production monitoring   **Reason For Leaving:** Promoted to Customer Service Analyst  *Customer Services Representative/Local Office Manager* (01 March 2007 – 31 January 2008)  Taxback.com (The Pinnacle Building, Cape Town)  **Gross Pay: R10,000.00 per month**  **Benefits: None**  **General responsibilities:**   * To contact the customers according to the conversion campaigns * To Sell and promote the company daily and maintaining good business relationships with clients and partners * To actively communicate with customers and arrange face-to-face appointments to get them to sign the documents. * To organize postal mailings as needed and in line with agreement with the Country Manager. * To provide excellent client service to all clients who walk-in to the SA office and to convert them for their due tax refund. * To represent the company in a professional manner at all times. * To respond to customer queries and approaches in English, with a friendly and professional tone and language in both spoken and written communication. * To convince the customer and stakeholders the importance of expedient communication and provision of information. * To provide a one-stop-shop service to the customer for any queries. * Functional company responsibilities: * To communicate all relevant information to colleagues/staff in the SA office, the Country manager and to colleagues in other teams in clear English, both in spoken and written form, per email or per database. * To ensure that all information pertaining to a customer is retained within the pertinent file. * To ensure all own work is completed in a timely and effective manner. * To support the overall team work. * To be professional in personal presentation, communication, timeliness and general behavior * to all internal and external customers. * To treat all ESS resources, processes and people with respect, honesty and integrity.   Adhoc duties:   * To manage all general office administration including:   + To liaise with vendors of the TAXBACK.COM South African Local office, such as landlord, internet provider, Telecommunications Company, courier companies, etc.   + To manage the local office ban   **Reason For Leaving:** No Growth Opportunities and No Benefits  Short-Courses   * **New Horizons Computer Learning Centre: 2009 - 2010** * Intermediate Excel * Advanced Excel * **Customer Service Managerial Training: 2010** * Fundamental customer service principles * Defining your own service to customers * Developing a service plan and objectives * Achieving customer service excellence * Building and develop customer/consumer relationships * Behavior styles of customer needs * Advanced listening and responding skills * Problem solving and decision-making skills * Perceptions and Image * Difficult, rude or indifferent customers * Skills required * Professionalism, required behavior and etiquette * Transactional Analysis * **HR Outsource: Business Writing Skills 2010** * The role of writing in business communication * Do’s and Don’ts of business writing * Structure and content of written communication * Developing business writing tools * Developing, writing and presenting documents in response to feedback and scenarios * Analyzing written communication * Assertiveness in the business world   Skills Matrix   * Business Analysis Area of discipline (3 years) * Leadership (2 Years) * SQL MyWorkbench (8 Months) which includes: * ERD and UML diagrams * Logical Database designs * Normalization of database tables – 3 Months * SQL scripting (DDL, DML) – 3 Months * XML Exposure [not development] (3 Years) * Avaya Systems (11 months) * Vision plus (7 years collectively) – Edcon FS, Woolworths FS * BRD Documentation (4 Years) * MS Dynamics (8 Months) * SQL Report Manager (6 Months) * MS Visio (4 Years) * MS Project (2 Months) * SDLC (1 Months) * MS Office Suite (6 Years) * Email/Internet/Outlook (7 Years) * Customer Service (12 Years)   References:   * Datacash Systems - Mastercard * **To be confirmed** * Ecash Systems: Stacey-Anne Abrahams (Human Resource Manager) * 071 607 6321 * Ecash Systems: Tony Corallo (Customer Service Manager) * 021 427 2500 |