

NOMPUMELELO KHUMALO

OPERATIONS AND SERVICING SPECIALIST

CONTACT

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EDUCATION

University of the Free state

2021

Financial Planning law

2019

BCom Honours in entrepreneurial management

2018

BA in Management

Certificates

2022-TEFL Certificate

2020-Business Analyst Training

2022- Data Science course

SOFT SKILLS

Retail operations expertise
Exceptional client servicing
Excellent Communication skills
Coaching and team Leadership
Strategic Planning
Rapport building
Strong stakeholder management
People management
Attention to detail.
Strong Problem solving
Decision Making

PROFILE

As a steadfast and meticulous professional, I excel in swiftly mastering new skills and delivering innovative solutions to business operations. My dedication to providing exceptional client service is matched by my capability as a responsible leader and my consistent output to achieving outstanding results in my portfolios. With a keen grasp of business analysis, I am adept at driving change and fostering growth within an organization. My commitment to excellence is the cornerstone of my professional aspirations, ensuring that I am an invaluable asset to any team.

WORK EXPERIENCE

Operations Team Leader - Allan Gray

2023- current

Successfully oversee a team of 7-10 constantly changing operations team which includes graduates and experienced hires, Ensuring the team delivers exceptional service within SLA and manage coaching for underperforming consultants while handling escalated customer queries to ensure timeous service recovery.

Portfolio:

-Manage department projects on cross collaboration enhancements which resulted in 4 critical changes within 9 months.
-Orchestrate strategies for servicing streams by constantly analyzing progress and challenges from the changes and reporting to the relevant stakeholders to implement changes.
-Collaborate with resource planners for capacity purposes by constantly analyzing business inflows and presenting options which resulted in 30 minutes reduction of EOD.
-Drive awareness by doing quarterly presentation on regulations update- AML, EDD, ODD, CDD and other business changes, Fraud mitigation processes

Consultant/Authorizer - Allan Gray

2020-2023

Onboarding of new clients, validation of FICA using KYC tools and daily servicing and processing transactions of 28-35 compliant accounts. Demonstrating great attention to detail and a comprehensive grasp of legislative and compliance

Technical skills

Power BI
Agile, JIRA
Microsoft: Excel, PowerPoint,
word, Teams
Outlook
CRM software
Google sheets
Data analysis
Project Management
Business process mapping
Analytical and numerical skills
Risk Management practices

References

University of the Free state

Shannon Van Rooyen
078 880 6401

Allan Gray

Claudia Roberts
063 784 0803

frameworks which led me to be promoted to a skilled consultant and an authorizer. Efficiently authorizing over 100 transactions per day.

Projects:

- Drive client retention through strategic business development to (BDM report sessions).
- Demonstrated commitment by generating monthly insightful error rate reports for team leader to showcase the team's performance,
- Spearheaded the enhancements by being an ambassador for reporting system inefficiencies and preferences from consultants to the IT teams.
- Facilitated targeted training for high-risk clients' conversations and servicing of legal clients by partnering with service quality team, which contributed to consultants being confident to deliver better servicing and surpasses benchmarks for entry consultants

Intern- University of the Free state

2018-2019

Portfolio:

- Accurate data capturing and management
- Assisting students navigate the research systems
- Monitored 95-100 students in the library and created a database to keep track of library capacity
- Acted as a key liaison between various faculties through escalating the library resources required by students.
- Teaching English to a diverse international student group, enhancing communication skills and cultural understanding.
- Led and coordinated a team of 12, fostering a collaborative and efficient work environment for both Library and career fair needs.
- Conducted in depth research on all sponsoring companies for their graduate intakes to assist students with their applications.