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### *Personal Information*

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Name: Michelle Rossouw  
Nationality: South African  
ID Number: 850412 0108 08 2  
Date of birth: 12 April 1985  
Gender: Female  
Dependants: 2

### **Competencies**

- Adapts to changing circumstances. Accepts new ideas and change initiatives. Adapts interpersonal style to suit different people or situations. Deals with ambiguity, making positive use of the opportunities it presents.
- Makes prompt, clear decisions, which may involve tough choices or considered risks. Takes responsibility for actions, projects and people. Takes initiative, acts with confidence and works under own direction. Initiates and generates activity.
- Establishes good relationships with customers and staff. Builds wide and effective networks of contacts inside and outside the organisation. Relates well to people at all levels.
- Upholds ethics and values. Demonstrates integrity. Promotes and defends equal opportunities, builds diverse teams. Encourages organisational and individual responsibility towards the community and the environment
- Focuses on customer needs and satisfaction. Sets high standards for quality and quantity. Monitors and maintains quality and productivity. Works in a systematic, methodical and orderly way. Consistently achieves project goals.
- Strong analytical ability with numerical and qualitative data.
- Dynamic, strategically minded visionary who adapts to changing circumstances.
- Identifies opportunities for continuous improvement in the organization.
- Defines business requirements and oversees development of required reports.
- Resilience in order to cope with pressure and setbacks
- Ability to execute effective planning of projects by managing time and resources efficiently
- Ability to adapt easily to changing circumstances as the job functions constantly change depending on business requirements.
- Understands Business Strategy

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### *Work Experience*

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#### **Functional Head (New Business & Financial Advisory Services), Discovery Health**

July 2015 - Current

#### **Key Purpose**

- To support projects relating to Discovery Holdings and to optimize strategies for New Business and the distribution channels (Financial Adviser/Franchises) within Discovery Health Service

- To align continuous improvement through driving best practices across New Business, Marketing, and the Service Teams

### **Key Outputs**

- Drives and implement tailor made Management Information for Financial Advisers and New Business
- Monitors key performance indicators including sentiment, coverage & frequency, quality of messaging and interactions
- Drives digital tools and utilization for Financial Advisers and New Business
- Identify opportunities to enhance productivity .Where appropriate to design and develop processes, tools and technology improvements
- Conduct proactive analysis to identify key challenges/opportunities faced by the Financial Advisers
- Support the New Business and Corporate Services through close alignment on strategic initiatives
- Prepare and present regular analysis of strategic implementations and results
- Assess and implement solutions for integrated platforms
- Optimize and enhance end to end servicing for Financial Advisers
- Assist in consolidating management reports – Dashboards and other adhoc reporting
- Compile weekly Progress Reports.
- Sign-off on projects
- High level query resolution.
- Maintain and update system issue log
- Create, maintain and update Standard Operating Procedures
- Relationship building with service areas and other internal clients.
- Attending project and operations meetings
- Networking with internal clients including New Business and Corporate Services Managers.
- Handling a variety of functions such as signing off marketing material, working in projects to reflect product and process impact.
- Assess and analyse the impact of new initiatives on the existing and new business, including the definition of the business case
- Research best practise and design different solutions to implement new initiatives
- Collaborate with relevant stakeholders to decide on best solution
- Brief the different role players, including the project manager, on deliverables
- Review and test the proposed system solution
- Analyse and measure the effectiveness of the solution developed
- Report on progress of initiatives
- Provide input to other areas as subject matter expert
- Ensure clear and concise communication is provided to all stakeholders
- Recognise risk and potential threats
- Provide solutions

### **Functional Coordinator, Discovery Health**

May 2014 – June 2015

- Support to the Functional Head for Customer Services (Call centre and back office)
- Implements tailor made Management Information for Customer Services
- Design and develop processes, tools and technology improvements
- Assist in consolidating management reports – Dashboards and other adhoc reporting
- Compile weekly Progress Reports.
- High level query resolution.
- Maintain and update system issue log
- Create, maintain and update Standard Operating Procedures
- Relationship building with service areas and other internal clients.
- Attending project and operations meetings
- Research best practise and design different solutions to implement new initiatives
- Collaborate with relevant stakeholders to decide on best solution
- Brief the different role players, including the project manager, on deliverables

- Review and test the proposed system solution
- Analyse and measure the effectiveness of the solution developed
- Provide input to other areas as subject matter expert

### **Executive Client Relationship Manager, Discovery Health**

July 2011 – April 2014

- Query management and resolution
- Assisting with escalated queries received via email or telephone from members
- Assisting with resolution of escalated queries sent to the Executive Team

### **Call Centre Agent, Discovery Health**

August 2009 – June 2011

- Dealing with multiple telephonic queries from Discovery members, brokers and franchises.
- Dealing with all queries through to resolution.
- Logging of all queries
- Keeping clients up to date with their queries
- Ensuring excellent quality service to all members
- Completing administrative and repetitive tasks in keeping accurate, detailed stats of all queries/correspondence and reporting on it on a weekly basis
- Routing all enquiries to correct departments
- To take calls and assist all Discovery clients with queries and provide query resolutions.

### **Bank Teller, ABSA Bank**

January 2006 – July 2009

- Provided account services to customers by receiving deposits and loan payments, cashing cheques and withdrawal payments
- Recorded all transactions
- Cross selling of banking products
- Reconciled the cash draw daily

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### *Education*

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Senior Certificate (2003)

Krugersdorp High School

- English
- Afrikaans
- Mathematics
- Science
- Biology
- Home Economics
- Computer Science