**PERSONAL DETAILS**

**NAME:** Jarryn

**SURNAME:** Bell

**DATE OF BIRTH:**  17 May 1989

**HOME LANGUAGE:** English

**OTHER LANGUAGE:** Afrikaans

**MARITAL STATUS:** Married

**GENDER:** Female

**DRIVERS LICENCE:** EB (Code 08)

**CRIMINAL OFFENCE:** None

**HIGHEST QUALIFICATION:** Matric (Grade 12)

**CAREER SUMMARY**

In February 2007 I essentially started my career in a sales environment. My responsibilities were mainly to ensure the company achieved its targets.

In November 2008 I was given the opportunity to move into the Insurance industry at OUTsurance. I started in the first OUTbonus referral team. In March 2010 I was given the opportunity to be part of the first Client Sales team in Momentum Short Term Insurance. From the start I was recognised as the top performer.

Due to my work ethic and excellent performance I was appointed as team manager for the first Lead Converter team in Client Sales in March 2011. At inception the team consisted of 4 advisors working with limited lead sources. At the time of my handover the team had grown to having 10 advisors who operated vital parts of the business. I was actively involved with the implementation of new systems and processes’; always having to ensure quality was never compromised.

In August 2012 I was requested to take over the Client Sales team. Overall quality and morale proved to be a challenge within the team. Through extensive quality training, motivation and sales coaching the teams overall performance, quality and moral improved.

Due to my interest in optimising systems processes and my drive to constantly improve quality and performance within the business I was given the opportunity to become the Management Assurer for the company. Once I was appointed I set up the processes and procedures in order to monitor the quality in the business and identify risks. Since my appointment I have implemented many strategic plans identifying weaknesses in the processes and suggesting sustainable long term solutions.

My particular area of interest is to ensure that systems and processes are operating at optimal level and to improve the quality and performance within a business. My reputation and skill proves I have the ability to add exceptional value to any company that I work for.

**KEY SKILLS**

* **Subject Matter Expert** on Short Term Insurance
* **Detail Orientated**
* **Quality Driven**
* Excellent **Team Player**
* Excellent **Communication** skills
* **Report Writing** and **Analysing of Data**
* General **Problem Solving**
* **Facilitator, Mentor, Trainer and Coach** for staff
* **Process Improvement/Implementation** and excellent
* **Risk management**
* **Time Management**

**ACHIEVMENTS**

**2017**

* **Certificate for completion of Action Learning Project in MSTI**
* **Recognition received from the head of Learning and Development for training provided to staff**
* **Nomination received for MMI Way Award for excellent work ethic**
* **Designing and development of a Quality Assurance site**

**2016**

* **Selected as OHS representative for MSTI**
* **Selected as MMI Ignite representative for MSTI**
* **Selected to form part of the M1 leadership development programme**

**2015**

* **Won the quarterly FAME award in MSTI for innovation**
* **Selected to form part of SAUBER leadership development programme**

**2012**

* **August: Awarded top sales team**
* **Setting of a new record in MSTI for the most sales made in one month**

**2011**

* **FAIS qualification RE1**
* **Nominated momentum woman of the year**
* **Started the first lead converter team in MSTI**
* **Implemented the new dialler campaign**
* **Selected as SharePoint custodian for MSTI**

**2010**

* **May: Top adviser**
* **June: Highest first day closer**
* **November: Top adviser**
* **November: Top converter**
* **Completion of development programme**

**2009**

* **OUTsurance: Top adviser**

**EMPLOYMENT HISTORY**

**February 2014 - Current MOMENTUM STI**

#### Management Assurance - MSTI:

01 February 2014 – to current

**Responsibilities:**

* Developing and implementing Quality Assurance strategy, frameworks, policies, tools/systems, assurance plans and reports
* Perform frequent Quality Assurance reviews
* Ensure concerns are addressed and additional controls are implemented in business processes
* Having quality verbal and written communication including loading of feedbacks, summary emails and general correspondence
* Creating quality awareness – contributing to the general awareness of the importance of quality in the broader company
* Risk identification and recommendations in all operational areas
* Compiling of Risk Registers and running Risk meetings
* Working with Risk Management, Compliance and senior management in providing risk awareness
* Effective and consistent service delivery and support to all internal clients
* Implement mechanisms to improve service delivery to internal and external clients
* Excellent product knowledge
* Report analysing and report writing
* Strong attention to detail
* Exceeding in a high pressure environment working with deadlines
* Quality training for staff

#### Team manager – Client Sales

01 August 2012 – to February 2014

**Responsibilities:**

* Training and coaching of staff
* Excellent product knowledge
* Ensuring sales targets are achieved whilst maintaining a high standard of quality
* Report analysing and report writing
* People development and motivating of staff
* Ensuring that awesome service is driven and a constant key factor when making sales
* Attention to detail and quality. Should there be any quality issues insure that they are rectified and corrective coaching done.
* Coming up with new exciting ideas to incentivise staff
* Problem solving and coming up with new ideas to improve systems and processes
* Adaptability when dealing with different personalities
* Working well under pressure

#### Lead converter team manager – Client Sales

March 2011 – August 2012

**Responsibilities:**

* Maintaining a constant influx of quality leads to provide to all sales advisors in order to profit the company
* Extensive report writing and understanding of stats
* Outstanding knowledge on lead sources and being solution orientated
* Admin work and working with deadlines
* Good communication skills with clients and brokers.
* Effective handling of complaints
* Attention to detail and quality
* Overall having exceptional understanding of the business

#### Sales Adviser – Client Sales

March 2010 – March 2011

**Responsibilities:**

* Excellent sales skills and knowledge
* Integrity and maintaining top quality performance and work.
* Team work
* Tolerance for stress
* Results orientated and aim to exceed targets
* Communication skills

#### Sales Advisor – OUTsurance

November 2008 – March 2010

**Responsibilities:**

* Excellent sales skills and knowledge
* Integrity and maintaining top quality performance and work.
* Team work
* Tolerance for stress
* Results orientated and aim to exceed targets
* Communication skills

#### Front End Manager and Specialist– The Beat Dance Studio

February 2007– November 2008

**Responsibilities:**

* Improve service levels and insure continuous growth within the business
* Arranging of team buildings and marketing campaigns
* Business research and analysis
* Conducting meetings and sales strategy’s
* Admin
* Managing of staff
* Doing front end sales

#### Night time Receptionist and Dance instructor – The Beat Dance Studio (Part time job while attending school)

January 2005– February 2007

**Responsibilities:**

* General office duties and admin work
* Telephonic sales
* Credit control
* Cash up
* Teaching students The Beat Dance studio syllabus
* Reaching a sales target for bought lessons
* Attending dance training and receiving a dance teacher qualification

**PERSONAL CHARACTERISTICS**

I am a passionate person and I love challenges, I believe strongly in personal growth and therefore learn quickly from previous failures. I work well with my colleagues and I like to give ideas and proposals that benefit my work environment as well as the people in it. I have built myself up in my profession and I have often been given complex tasks that require resilience and hard work, this has always motivated me to ensure I produce exceptional results. When I work for a company I believe in going the extra mile and adding exceptional value to the company that I work for.

**REFRENCES**

**Momentum STI**

* **Bernard Swart: 084 614 14 14 (Client Sales)**
* **Addline J.V Vuuren 082 652 0061 (Client Sales)**
* **Myhendri Govender: 083 708 6077 (Quality Assurance)**
* **Maretha Hurter:082 900 4571 (Quality Assurance)**

##### Additional references available upon request