


Trudy-Jo Daniels

City of Cape Town, Western Cape, South Africa

 jo.1981@yahoo.com

 [linkedin.com/in/trudy-jo-daniels](https://www.linkedin.com/in/trudy-jo-daniels)

Summary

After working both retail and finance sectors, I stepped away to pursue full time studies in order to grow my skill set.

Having started in a creative field I wanted to reincorporate my former studies with my current business knowledge and experience and further challenge myself.

I am a positive individual who believes that by working hard I can achieve my goals through self motivation and clear goal setting.

Experience



Service Consultant

Capitec Bank

Jul 2012 - Sep 2019 (7 years 3 months)

Provide efficient service in line with Capitec Standards

Gather and process client information in line with FICA adherence

Perform Credit Evaluations

Meet contracted targets in terms of sales by marketing products

Perform general administrative duties and maintenance

Team Participation

Telemarketing



Branch Manager

Capitec Bank

Jul 2012 - Sep 2019 (7 years 3 months)

Manage the daily operations of running the branch

Perform daily administrative tasks in line with Risk

Ensure successful on-boarding of new Candidates through Site and Apprentice Phase

Ensure gap coaching opportunities are identified and addressed with regards to staff performance

Ensure branch process are adhered to Risk Compliance

Ensure action plans are carried out in line with branch and business objectives

Ensure availability to stand in as Service Consultant



Debt Negotiator

Sanclare (uk) Ltd

Mar 2011 - Jul 2012 (1 year 5 months)

Stage 1 collection for UK based client (Barclay's Partner Finance)

Rehabilitate arrears accounts

Update client info

Manage card info to process payments

Manage client complaints

Assist with call monitoring for QA



Photographer

Carnival Cruise Line

Jun 2005 - Mar 2010 (4 years 10 months)

Studi Photography (Studio Set Up, equipment maintenance)

Weddings (Production and post production)

Sales (Photo gallery, retail items, wedding packages and client service queries)

Location Photography



Finance Clerk

Woolworths

Apr 1997 - Jul 2003 (6 years 4 months)

Perform day to day processing of financial transactions to ensure finances are maintained in an effective and accurate manner)

Complete casual payroll

Provide administrative support

Provide relief for Switchboard operator

Provide in-store support for POS

Perform Weekly reconciliation (End of Day and End of Week)

Education



HyperionDev

Full Stack Web Developer, Web Page, Digital/Multimedia and Information Resources Design

2022 - 2022

Level 1: Web Development Essentials

An Introduction to HTML & CSS

Programming Fundamentals using JavaScript

Using jQuery

Build your first website

Capstone projects (2)

Level 2: Web Development with React & Express

Level 3: Full stack Web Development

Level 4: 90-Day Graduate Program



CodeSpace Academy

Introduction to Html,CSS & Javascript

2019 - 2019

· Fundamental computer science principles: Data structures, loops, conditionals, algorithms, debugging etc

· Ability to code a website using HTML, CSS and JavaScript

· Ability to use front-end framework



College of Cape Town

N4 -N6, Art & Design

2002 - 2003

Art & Design: Photography (film) Graphic Design, Painting, Drawing



Sans souci girls high school

senior certificate, Music, Accounting, Physical Science, & Mathematics

1995 - 1999

Head Prefect 1999

Deputy Orchestra Leader 1999

Licenses & Certifications



N6 Art & Design

Skills

Customer Service • Banking • Microsoft Office • Credit • Financial Services • Management • Team Leadership • Call Centers • Accounting • Retail