NATIONALITY

South African

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GENDER

Male

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SHARIEF DAVIDS

CURRICULUM VITAE

PROFILE

I am an accomplished solution driven professional, assisting in creating a productive environment and building lasting relationships.

I have gained an enormous amount of experience in Client Relationship Management, Business Development, Client Services Management, Key Account Management and previously as the Regional Client Services Manager in both the Financial and IT sectors. I also have experience in managing teams and motivating them to reach individual and company targets.

Some of my key responsibilities are to grow the business, defend current business, meeting and exceeding set targets, building sustainable relationships and delivering exceptional client service.

Please consider me for this position and I would greatly appreciate the opportunity to discuss my suitability further.

EDUCATION

University of Stellenbosch
2016
Management Development Programme *(MDP)*
Subjects: *Business Management; People Management; Leadership; Economics; Marketing and Customer Service Management.*

Towerstone Leadership Academy
2017
Higher Certificate in Management Practice (HCMP)
Subjects: *Management Functions; Interpersonal Effectiveness; Team Effectiveness; Organisational Ethics; Brand Ambassadorship; Human Resources; Operations Management; Financial Management*

Cape Peninsula University of Technology (CPUT)
In Progress
Subjects Completed: *Financial Accounting 1&2; Cost and Management Accounting 1&2; Financial Information Systems 1&2; Development Software, Internal Auditing.*

Lentegeur Senior Secondary School
1994
Senior Certificate

WORK EXPERIENCE

Altron (ICT) - Bytes Systems Integration (BSI): Senior Key Account Manager
August 2019 – Present

- Selling complex technical solutions to large institutions in both the Private and Public Sectors.
- Responding and Actioning Government Tenders and RFQ's
- Relationship Building
- Signing new Logos
- Grow Key Accounts
- Responsible for all commercial aspects related to Key Accounts.
- Managing all SLA and Client Contracts
- Working closely with all internal stakeholders; i.e. Finance, Marketing, Product, Solutions Architects.
- Selling Software and Hardware as a service
- Presentations to C-level Executives
- Sales Management, forecasting and sales administration
- Effective Query resolution
- Responsible for the oversight and management of client debt and billing.
- Providing exceptional client service
- Management reporting

Entersekt – Digital Security and Payments Enablement: Senior Key Account Manager/ Business Development Manager
September 2017 – August 2019

- Communicate, present and negotiate with senior executives, C-Level.
- Assisting the pricing team with product and services pricing.
- Business Development - New Business. (SaaS; i.e. Selling Software as a Service)

- Key Account Management - Growing and defending existing business, Upselling and Cross Selling.
- Identify customer requirements, pain points and sales prospects – Solution based selling.
- Sales Management, forecasting and sales administration
- Maintaining a good healthy Sales Pipeline
- Presenting of Company Services, Products and Value Propositions to Clients.
- Responsible for the oversight and management of client debt and billing.
- Principle point of contact.
- Promoting the company's brand.
- Provide exceptional Client Service.

InetBFA – SaaS Investment Platforms (FinTech): Regional Client Services Manager/Senior Relationship Manager
October 2014 – September 2017

Regional Client Services Manager
Co-ordinate the team members in the region, being a point of escalation for the CRM team where required, liaising with our clients on service related issues. Ensuring that our clients are given excellent service and build strong relationships with key decision makers. Conducting daily interaction with the National Client Services Manager and National Technical Account Manager. Ensuring highest service levels are achieved in delivering, maintaining and upgrading of products.

- Responsible for overseeing client services (account management, technical account management and the help desk).
- Promote client satisfaction, usage / engagement and growth within key major client accounts.
- Success measured by sustained revenue and lead generation within assigned client base across clients under management and overall client satisfaction levels with all areas of service.
- Responsible for oversight of leave, the help desk hours, debtors, cancellations, up sales, technical issues.
- Responsible for staff training, career development and staff performance management.
- Creating an environment where staff are motivated and feel valued.
- Drive consistent and excellent client experience including all aspects of the client journey.
- Be the voice of the client back into the core business, providing feedback on trends, challenges and opportunities, and assist in prioritizing client content, functionality and resource needs.
- Promote the company brand and value proposition within all areas.

Senior Relationship Manager

- Managing A-Grade clients, building a relationship with key contacts and providing excellent service.
- Assisting in projecting company objectives to the current team and clients.
- Growing company revenue by closing deals in current accounts and providing leads to sales team.

- Ensuring that all products released have gone through testing and signed off.
- Creating solutions to client requirements and needs.
- Regular client visits.
- Assisting clients, client training and troubleshooting through all communication channels, email, online and in person.

Trader24 – SaaS Trading Platform: Assistant Retention Manager / Senior Account Manager
November 2012 - October 2014

- Client Orientated Role/Client Services: Assisting clients with their Trading Portfolio Accounts.
- Overseeing of staff in the retention department.
- Trading on Stock Markets- Fundamental and Technical Analysis
- Target Driven (Monthly and Weekly Targets)
- Developing/Maintaining Client Relationships.
- Managing risk profiles and assisting with clients trading strategies.
- Daily, Weekly, Monthly Reporting and Administration duties.

JP Morgan: **Senior Administrator**
October 2006 - March 2012

- Processing all Lending and Borrowing (Trading of Equity and Bond Instruments on the JSE).
- Responsible for the end-to-end administration for all client queries and correspondence.
- Supporting Asset Managers, Dealers and Traders.
- Reconcile and Monitor Collateral/Cash.
- Reconciliation of all bank accounts.
- Daily, Monthly & Quarterly Reporting.
- Confirmation and settling of trades. Liaising on a daily basis with various parties.
- Maintaining all systems.
- Reconciling and processing script lending fees and interest.
- Deadline Driven.
- Daily Problem solving.
- JPM "Training Champion", responsible for the training of all new staff in the department.

Jebel Ali Hotel and Spa *(Dubai)*: Guest Relations Officer
May 2005 - May 2006

- Taking care of all guest's requests.
- Help with Check-Ins and Functions.
- All administration support.

Tri-Linear Holdings: IT/Portfolio Administrator
January 2002 - April 2005

<u>Portfolio Administration:</u>

- Settling trades, follow up on any outstanding or unsettled trades.
- Daily reports.
- Deadline Driven Role.
- Problem Solver.
- Creating monthly Model Portfolios and distributing to various consultants and all relevant Portfolio Managers.

IT Administration:

- Monitoring and ensuring all systems and equipment are working accurately.
- Liaising and responsible for all Vendor Management and outsourcing teams.
- Keeping record of everything IT related.

Innofin Personal Portfolios: Portfolio Administrator
August 2001 - January 2002

- All Portfolio administration functions as well as a support function to Niche clients.
- Executing instructions and queries from various parties.
- Keep record of all Portfolio activities.
- Deadline Driven.

Franklin Templeton NIB Asset Management: Dealers Assistant/Trades Administrator
January 1998 - June 2001

- Encompass the entire trade cycle for each of the existing Unit Trust Funds. This function is and must always be performed within strict deadlines and accuracy is a key component
- Daily trades: Communicate with brokers on a daily basis and resolve any discrepancies picked up during the matching process
- Ensure all trades completed on system. Follow up outstanding or unsettled trades.
- Send weekly, quarterly and year reports to Trustees and all relevant parties. Confirmation of deals, i.e. unmatched trades, unsettled trades checked against our records and brokers notes
- Booking of orders, deals - Equities and gilts/bonds. Daily reconciliations.

ADDITIONAL EXPERIENCE:

Date	Organisation
Feb 1996 - Dec 1997	***Central Statistical Services*** *Administration Assistant* Responsibilities/Contributions: - Clerical/admin, supervision, survey/Census field, training.
May 1995 - Jan 1996	***Table Bay Hotel*** *Porter* Responsibilities/Contributions: - Taking care of all guest’s requests. Help with Check-Ins and Functions.
Nov 1994 - Feb 1995	***Mount Nelson Hotel*** *Porter* Responsibilities/Contributions: - Taking care of all guest’s requests. Help with Check-Ins and Functions.