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| Roger Roger.369490@2freemail.com  |   |  |
| PERSONAL STATEMENTAm a diligent individual, reliable, trustworthy with good communication and interpersonal skills, conscientious sales personnel with a positive “can-do” attitude who is able to multi-task, handle pressure, work as part of a team and most importantly inspire customers to make a purchase. With infectious enthusiasm and an inspirational style, I have used my extensive experience of the retail industry to develop superb organisational, problem solving and sales skills. Am an exceptional person who can explore new territories and push existing limits in the search for sales.  |
| AREAS OF EXPERTISE Sales: - Able to listen, understand and help customers find what they want * Good numerical skills with the ability to effectively work with MS package efficiently.
* Fully aware of any issues that may arise as a result of breach of contract
* Experience of working in a commission based sales environment.
* Able to manage disgruntled clients in the most amicable way possible.
* Able to maintain high standards of customer care and service at all levels regardless of the client portfolio.
* Able to promote products through effective marketing activities like leafleting, cold canvasing etc.
* Able to accurately describe a products features and benefits to a customer once acquainted with the same.
* Able to invoice and follow up on collections from clients.

  Personal: - Willing to work on a shift basis including evenings and weekends. * Always smartly dressed, articulate and presentable.
* Am fully aware of my expectations and work towards exceeding them
* Ability to take ownership of issues and to work alone with little or no supervision.
* Extremely organised with a high level of attention to detail.
* Ability to respond to timeframes and deadlines with pace.
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| CAREER HISTORY Senior Account Executive – Aon Uganda Ltd (2014-2017)Aon Uganda is a provider of risk consulting services, insurance, reinsurance brokerage and human resources solutions to clients ranging from Telecom, Oil & Gas, Energy, Mining, Transportation, Production & Manufacturing, Farming, Banking and Financial services industryDuties held;* Business development. Responsible for driving sales through generation of new business lines whilst maintaining the existing clients. With me among the team responsible for business development as mentioned, our department income margin increased by 30% year on year.
* Manage and update the salesforce for the department.
* Manage client and provider relationships. Involved managing client and provider expectations, addressing any issues that may arise and ensuring that they are always attended to at the earliest.
* Client servicing. This included addressing day to day client concerns, preparation of stewardship reports, inquiries, ensure compliance with the regulator, drafting and reviewing client SLA or agreements, carry out risk assessment audits etc.
* Data Management. Involved maintaining up-to-date client records and filling it away on both soft and hard copy safe custody.
* Credit Control. This involved invoicing clients and following up on settlement within the stipulated collection dates as per the agreement. Upon actual payment, receipts where sent out for the client record keeping.
* Negotiating and seeking terms. For fee paying clients, I had to seek the best contractual terms for my company and those on commission, I sought out the best terms on the market for the best price.
* Client sensitisation. As part of my after sale service, I visited and did presentations of both existing and new products to the client clearing emphasizing the usage and the need for another product, and clearly detailing the claim process and escalation procedures.
* Claims management. This involved advising the client of which documentation is needed to claim, preparation of any paperwork from my end and confirm the quantum of settlement on the cheques, transfers or refunds.
* Maintain and update cashbooks for our fee medical clients and ensure that at all times, there is sufficient funds on to settle the service providers and also reimburse any client members who have spent their own money to clear medical bills. Also reconfirm the reconciliations done.
* Participate in the departmental budget production.to which we all work towards achieving.
* Review my subordinates daily activates, assign new tasks for the day and ensure they act in a professional manner to the clients as per the company guidelines.

Account Executive – Aon Uganda Ltd (2011-2013)Duties held;* Business development. Responsible for retention of existing clients and cross selling.
* Client Servicing. Involved in day to day management of the client concern, preparation of client review reports, drafting of service level agreements, maintain client data, filling of client records, prepare, schedule meetings and take minutes etc.
* Manage client and provider relationships. Involved managing client and provider expectations, addressing any issues that may arise and ensuring that they are always attended to at the earliest. Ensure that for any issues, they are escalated to my superior at the earliest.
* Negotiating and seeking Terms. This involved negotiating and seeking the best terms in the market for my clients from the different service providers.
* Claims management. Ensure that claim documentation is availed, prepare any paperwork needed for the claim including settlement docuements like proof of quantum to be paid and writing of cheques or refunds.
* Reconciliations: Responsible for client and medical service provider reconciliations and also prepare payments their payments.
* Data management. Involved maintaining up-to-date client records and filling it away on both soft and hard copy safe custody.
* Credit control. Involved invoicing and ensuring settlement of premium and fees from the clients within the set time lines. Reconciliations of what has been paid vs outstanding, sending out statements and receipts to clients.

Temporary Administrator - Kingsland Court Trust and Benefits, Nairobi June - July 2007, 2008, 2009 and January 2010)Kingsland Court Trust and benefits provides pension administration and Trustee secretarial services to schemes of different clients stretching from Telecom, Farming, Production & Manufacturing, Oil & Gas, Banking and Financial services industry.Responsibility;* Data entry for clients’ particular contributions.
* Manage the reception and handle day to day client inquiries.
* Filling of client records in order as requested.
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| ACADEMIC QUALIFICATIONSInstitution Year Major QualificationMakerere University 2007 - 2010 Accounting Bachelor of commerce degree ANZIIF\*\*\* 2015 – 2017 Risk Management Integrated Risk Management ANZIIF\*\*\* 2011 – 2014 Insurance Certificate IV in General InsuranceITET\*\* 2011 Insurance Certificate of Proficiency in InsuranceNSSN\* 2005 – 2006 A Level Uganda Advance Certificate of EducationNSSN\* 2001 – 2004 O Level Uganda Certificate of Education\*Naalya Senior Secondary School Namugongo – Kampala, Uganda\*\*Insurance Training and Education Trust – Nairobi, Kenya\*\*\*Australia and New Zealand Institute of Insurance and Finance – Melbourne, Australia.Other Certifications* 19th May 2015 - Trained in Life Assurance training for Brokers conducted by the Insurance Institute of Uganda.
* 24th – 25th April 2015 - Trained in a sales performance, customer care and attitude management by IMK Business Consults.
* February 2015 - Underwent a training in life assurance modelling by Hannover re.
* 4th – 5th September 2014 - Trained in a risk management training of trustees and service providers by the Uganda Retirement Benefits Regulatory Authority.
* 30th May 2014 - -Trained on investment management for trustees by Genesis Kenya Investment Management Ltd.
* 25th – 26th February 2014 - Underwent a comprehensive training programme on insurance modelling by Actuarial Association of Uganda.
* 20th – 21st February 2014 - Underwent a trustees training on regulatory and licencing requirements by the Uganda Retirements Benefits Regulatory Authority.
* 22nd – 23rd September 2013 – Trained on the principles and practice of bancassurance by the Insurance Institute of Uganda.
* December 2012 - Certified on a JA Job Shadow Mentor by Junior Achievement Uganda.
* September 2012 - Comprehensive training on code of business conduct and recognition of conflict of interest by Aon University.
* 27th – 29th July 2012 – Trained on effective customer care conducted by Excel Marketing and Training Consultants Limited (Kenya).
* 9th – 11th June 2011 Trained on the essentials of smart selling by Raiser Kenya
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| ACHIEVEMENTS;* Introduced a departmental sales force which I persistently followed to have our department income sales increase by 30% year on year.
* Recognised for my ability to quickly establish rapport with customers up to sale products and building a loyal client.
* Helped in the development of the Aon Uganda health management system which is today still being used to input invoices, process, approve and finally making payments.
* Proved my abilities to multitask, easily resolve client issues in this high demanding volume setting.
* Helped restructure our debt collection procedure resulting to management of the departments inability to accumulate outstanding fees of up to 90% by close of the year
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| ABILITIES/COMPETENCIES* Customer acquisition
* Repeat business generation
* Results oriented.
* Complaint handling skills
* Vast experience in risk identification and management.
* Highly flexible and dynamic.
* Excellent team building skills.
* Excellent interpersonal, communication
* Excellent analytical skills.
* Vast experience in presentation.
* Excellent hands-on experience.
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| REFERENCES - Available on request  |