 Resume of **A**roma

**E-mail** : Aroma.375362@2freemail.com

I am insightful, skilful and steadfast. I can adapt to any work environment and would like to use my skills and abilities to contribute constructively to any work situation. I am prompt, organised and work with a friendly disposition and good sense of humour.

 **PERSONAL INFORMATION**

**Nationality :** South African

**Languages :** English, Afrikaans (speak –read- write)

**Religion :** Christian

**Interests :** Learning, Personal Development, Reading (Motivational), P/Speaking

**Driver’s License** : South African License (Code 8)

 **EMPLOYMENT HISTORY**

*March 2017 – September 2017*

**Life Force Financial Services**

* Broker Assistance
* Cold Calling
* Setting up Appointmnts
* Generate Lead

*May 2015– May 2016*

**Nexus Insurance Brokers LLC (Dubai)**

**Position: Authorised Consultant**

* Contacting Clients and setting up appointments/Promoting Financial Products
* Conducting in depth reviews of clients Financial Circumstances
* Analysing Information and preparing illustrations to clients requirements
* Completes Risk Analysis/
* Providing Client Information on new and Existing products and services
* Reviewing and Responding to clients need and Financial circumstance

*August 2006 – 30 June 2014*

**Sanlam Head Office – Full Time (South Africa)**

**Position Held: Inbound / Outbound Senior Sales Consultant**

* Outbound Sales
* Inbound Sales
* Client Services
* Assisting on Inbound Lines (Full Time)
* Assisting with Client Queries (Non Advice)
* Managing and processing e-mail responses to and from clients
* Electronic Financial Advisory Assistance
* Problem Solving
* SMS responses
* Broker Assistance
* Assisting Electronic Financial Advisors

*September 2005 – February 2006*

**Kia Motors – Full Time (South Africa)**

**Position Held: CSI Consultant**

* Filing
* Data Capturing / Surveys
* Faxing

*January 2002 – April 2005*

**Metropolitan Life / Direct Financial Solutions – Full Time (South Africa)**

**Position Held: Sales Consultant**

* Processing of Clients Information
* Assisting with Client queries
* Customer Service
* Sales

*February 2001 – June 2002*

**Woolworths Financial Services – Full Time (South Africa)**

**Position Held: Customer Service Consultant**

* Maintenance of Account Cards
* Customer Service
* Handling of customer complaints
* Authorization (approve /decline of sales)
* SAR Reports and refer exceptions
* Reconciliation of accounts
* Statistics
* Computation of Interest

*April 1996 – February 2001*

**Woolworths Financial Services – Full Time (South Africa)**

**Position Held: New Business Clerk**

* Processing on New Accounts
* Data Capturing and Confirmation
* Customer and Store Feedback
* Managing queues
* Customer Service – Inbound /Outbound
* ITC Checks

*January 1992 – January 1992*

**Nu Look Beauty Clinic – Part Time (South Africa)**

**Position Held: Receptionist**

* Answering Telephone
* Set Up Appointments
* Banking

 **EDUCATION**

*2014 – 2015*

**SA College – Beauty Therapy Comprehensive Diploma**

*1992 – 1995*

**University of the Western Cape – Higher Diploma of Education (Incomplete)**

*1989*

**Bellville South Secondary School – Grade 12 - Matric**

**PROFESSIONAL CERTIFICATES**

**C**AT – Certificate of Achievement – Nexus Insurance Brokers LLC (**International )**

**T**EFL **–** Teaching English as a Foreign Language

**RE 1 -** Financial Planning (Sanlam Head Office)

**E**ssential Skills and Development for Incoming Call Centres (Woolworths Financial Service)

**P**resentation Skills (Woolworths Financial Service)

 **AWARDS**

 **(*Available on request)***

**June 2014 - Outstanding Quality 1st quarter**

**December 2011 – Annual Winner - Performance Excellence during 2011(Sanlam)**

**September 2011– Quarterly Winner – Performance Excellence (Sanlam)**

**June 2011 - Highest QA Score**

**November 2009 – Recognition for Excellent Results (Remark – Sanlam)**

**February 2009 - Contact Centre Winner (Sanlam)**

**February 2009 - PAR Excellence Winner (Sanlam)**

**June 2009 - Outstanding Sales Performance – quarterly winner (Sanlam)**

**February 2008 - Outstanding Sales Performance**

**June 2008 - Outstanding Quality (Sanlam)**