

CURRICULUM VITAE

FOR

MANDISA BRIDGET XULU

PERSONAL DETAILS

Surname : Xulu
Name : Mandisa Bridget
Gender : Female
Home : Zulu
Ethnic Group : African
Health : Excellent
Dependents : 3
Nationality : South African
Criminal Offence : None
Language : IsiZulu, IsiSwati, SeSotho, XiTsonga and English

EDUCATIONAL QUALIFICATIONS

School Attended : Soshanguve High School
Highest Grade Passed : Grade 12
Subjects : Zulu
English
Accounting
Economics
Mathematics
Business Economics

OTHER QUALIFICATIONS

Course : **FAIS Credits**
Duration : Completed - October 2010
Course : **Management Development Programme**
Duration : Completed – December 2017
Course : **Santam Future leaders Programme**
Duration : Completed - February 2019

EMPLOYMENT HISTORY

Company : **Woolworths**

Duration : December 2007 to February 2008

Position Held : Gift Rapper

Duties : POS operation
Customer Service
Solving Queries

Reason for leaving : Contract ended

Company : **Hugo and Ngwenya Attorneys**

Position Held : **Debt Collector**

Duration : 01 September 2008 to 30 September 2010

Duties : Telephone debt collection
Handling inbound & out bound calls,
Processing Recons
Excellent Customer Service
Telephone Etiquette
Call Centre Dynamics
Negotiation Skills
Query Solving
Solving queries, tracing,
Following on promises to pay
Closing paid up accounts
Legally collecting outstanding debt
Advising debtors on legal action
Educating debtors about bad debt

Reason for leaving : Received an offer

Company : **OUTSURANCE INSURANCE CO LTD**

Duration : 01 October 2010 to 28 February 2013

Position Held : **Legal Advisor – Recoveries**

Duties : Attending to Recovery claims
Recovery of our client’s excess and our damages
that Our client suffered during the accident from
the 3rd Party insure and uninsured.
Negotiating month to month arrangements from

Uninsured.
Negotiating settlements with the other party insure.

Reason for wanting to leave : Growth in the insurance industry.

Company : **CUSTOMER LOYALTY CONSULTANT CC**

Duration : 01 September 2014 to 29 May 2015

Position Held : **Legal Advisor – Recoveries and Third Party**

Duties : Attending to 3rd party claims
Recovery of our client’s excess and our damages that Our client suffered during the accident from the 3rd Party insure and uninsured.
Negotiating month to month arrangements from Uninsured.
Negotiating settlements with the other party insure.
Dealing with brokers and giving updates

Reason for wanting to leave : Growth in the insurance industry.

Company : **MIWAY INSURANCE**

Duration : 1 May 2015 – 30 September 2016

Position Held : **Claims advisor – non drivable**

Duties : Registering of the claims
Giving feedback to clients
Attending to validation of claims
Administration on senior assessor’s claims
Payments on settlement to the finance house and clients’ accounts
Developed to a Business claims handler and took part in starting the division under Business claims

Claims advisor - My Personal accident claims (life cover)
Registering of death claims
Giving feedback to clients
Attending to validation of claims (applying policy exclusions where applicable)
identifying claims that need to be sent for investigation
Draft compliance and non compliance letters
Making payments to beneficiary or the estate

Second in charge to my Team manager (1 Sept 15 to 1 Oct 16)
Assisting with resolving complaints

Assisting with checking and authorizing of claims.
Acting in charge of a 7-member team in her absence
Motivating the team to perform
Setting targets
Promoting achievements on target sets
Monitoring my fellow team mates.

Reason for leaving : Promoted to a Team manager post

Company : **MIWAY INSURANCE**

Duration : 3 October 2016 - 16 April 2021

Position Held : **Claims Team manager - non drivable**

Duties : Running a team of 8 advisors
Checking claims for authorization
Releasing of payments
Monitoring the service level of the department
Reporting on targets set for the team and department. Dealing with complaints (minimizing of complaints and complaints handling)
Carrying out the key performance indicators (TAT, Call QA, Loss ratio, World class service, SIB Days and Total process TAT)

Second in charge to my manager (1 Dec 17 - 16 April 2021)

Reason for wanting to leave : Growth in the insurance industry. (Management)

Company : **IWYZE INSURANCE**

Duration : 14 July 2021 to 26 July 2022

Position Held : **Team manager - All skill set**

Duties : Leading a team of 16 advisors
checking claims for Authorizing
Releasing of payments
Monitoring service level
Reporting on targets set for the departments
Dealing with complaints minimizing of complaints and complaints handling
Carrying out the key performance indicators (TAT, CALL QA, Loss ratio, SIB days and TAT)

Reason for wanting to leave : Career Break.

Company : **LEGACY ASSESSING**

Duration :

Position Held : **Claims investigator - All skill set**

Duties : Giving feedback to clients
Attending to validation of claims (Investigations)
Administration and report writing
Requesting documents from the finance house
Carrying out interviews with client, SAPS,
Paramedics, towing and any other party's

COMPETENCIES AND SKILLS

Customer Service orientated
Achievement Drive
Analytical Orientated
Target Orientation
High levels of Integrity
Team Player/Friendly and outgoing
Excellent Communication Skills
Good Organiser
Adhere to Policies and Procedures
Helpful
Reliable
Accurate
Team motivation
Problem solving
Conflict Management
Time Management
Productivity Management
Performance Management
Collections Quality Management
Headcount Management
Staff and Leave Management
Infrastructure Management
Budget Management
Reporting

CAREER OBJECTIVE, ACHIEVEMENTS & AVAILABILITY

Career objectives : Obtaining a management position on merit

Achievements : Obtaining a position one in my book against our competitors. To be
Number 1

: I am available with 30 days' notice and I am willing to relocate
anywhere in Gauteng