

AYANDA THANDEKA SINTU

INTRODUCTION

I am a highly service orientated individual with experience in Financial Administration, Client Service and Sales & Marketing. I am currently employed as Head of client services for a financial institution. I have worked as an Office Administrator, Homework Supervisor and DSTV Ambassador, where I developed innovative ideas to maintain & retain existing clients, to make sure that clients are kept satisfied by our services and that files are filed correctly and the importance of confidentiality.

My experience gained in, client services has prepared me to be logical, analytical, efficient, deadline driven, confident, creative, and proactive. I work independently and require little supervision. I am a team player and problem solver, but most importantly I am loyal and stable. I am always willing to learn and can therefore adapt easily to new environment.

I have excellent organizational, interpersonal, and business communication skills with the competence required to adjust to rapidly changing schedules. I would like to work in functions that are both challenging and have career growth potential.

I am the best candidate for this position because I can perform multiple tasks at once. My ability to be flexible allows me to learn and most importantly grow within an organisation in a short space of time. I have confidence in the quality of my work, and I keep a positive attitude.

PERSONAL DETAILS

Name:	Ayanda Thandeka Sintu
Address:	H203 Cnr Nefdt and Lambert Str Roodepoort, 1729
Contact Details:	076 165 8033 alekoane@gmail.com Driver's License available
Languages:	Good in English, Zulu, Xhosa, Fair in Afrikaans (spoken and written)
Notice:	Four (4) Weeks

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EDUCATION & TRAINING BACKGROUND

Intec College - 2010 – 2013

Diploma in Human Resources Management (completed)

Modules Passed

- Management 2
- Organisational Behaviour
- Employment Law
- Management 3
- Labour Relations 1
- Human Resource Management 2
- Human Resource Management 3
- Concepts of Management Computing
- Communications

HIGH SCHOOL

Chris Jan Both Secondary School - 2009

Matric (Grade 12)

- English (First Language)
- Afrikaans
- Business Studies
- Economics
- Accounting
- Computer Literacy
- Life Orientation

Achievements

Studying at Intec College taught me a lot about independence, time management and meeting deadlines because of it being distance learning.

I have received the best performance at Chris J Botha for English which helped me gain confidence in articulating the language in my professional field.

COMPUTER PACKAGES

- Ms Office (Word, Excel & PowerPoint)
- Internet
- Outlook & Gmail

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WORK HISTORY

Company: Sharenet Wealth JHB (Rivonia)

Position: Head of Client Services (2016 - To date)

Duties

- Client onboarding (individual, corporate, trust etc.)
- Account Management (withdrawals, additions, tax reports, transfers, compliance, switches etc)
- Liaise with various Broker on behalf of clients for general administrative requests / queries (DMA, Investec, OMW, SWIP, Sygnia, Glacier Ninetyone, Allan Gray, Liberty) and many more.
- Complete application forms / Proposals.
- Ensure all compliance paperwork is in order.
- Reporting (generating, renaming, and sending out)
- Assisting new and current clients with all the admin and other related queries.
- Help with all admin and other related tasks as requested from management.
- Existing client implementation (processing and facilitating the opening of additional accounts for existing clients.
- Perform general clerical duties (document scanning and editing, printing, photocopying, emailing etc.)
- Elite Wealth (client, product & document) loading.
- Answer all incoming calls.

Company: Mhingeni Masinga Attorneys (Johannesburg)

Position: Office Administrator (2013- 2016)

Reason for leaving: Furthering Studies

Duties

- Write Legal Documents
- Draw Files
- Operating Phone Calls
- Setting Up Appointments
- Ensuring the Office Is Presentable

Company: Multi Choice (Randburg)

Position: DSTV Ambassador - Moving Ads (2012-2013)

Reason for leaving: Part time job, looking for full time opportunity.

Duties

- Selling DSTV Products to Potential Clients
- Increasing DSTV Data Base
- Making Sales

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Company: Noordgesig Primary School (Soweto)

Position: Homework Supervisor (2011- 2013)

Reason for leaving: Under paid

Duties

- Assist learners with homework.
- Create an orderly learning area.
- Assist learners' individual needs.
- Create a happy and open learning area.
- Assist learners complete their homework.
- Assist learners better understand their schoolwork.

REFERENCES

- Iwan Swiegers (Director) Sharenet Wealth JHB
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- Mr Charles Masinga (CEO) Mhingeni Masinga Attorneys
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