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Nthabiseng Senosi

Personal details

Date of birth : 20 June 1985
Sex : Female
Nationality : South Africa
Marital status : Single
ID Number : 8506201337084

Career

Current Position

[Nedbank Private Wealth - Sandton](#)

Internal Private Banker: Executive Wealth

Nedbank Private Wealth serves as the exclusive wealth management business for high net worth individuals providing outstanding performance, unequalled service and personalised advice to clients. Investment division comprises of Wealth managers and Client Relationship Managers (CRM).

Responsibilities

- Establish telephonic relationships with clients to deal with daily admin related queries and ensure that queries are resolved through quick resolutions.
- Liaise with Tax department for tax queries.

- Regular discussions with the Private Banker regarding achievements of sales targets and client feedback.
- Check all opening accounts documents, ensure adherence to bank policy and procedures.
- Processing transfer requests from clients between accounts, internal and to third parties once confirmed that indemnities are held on file.
- Finalise home loan and ABF documentation to assist banker to complete sales, and then liaise with attorneys, home loan department and dealerships to complete transactions.

- Liaise with dealer desk when clients want to trade then negotiate good rates for them.

Behavioural Competencies

- Ability to be proactive, seize opportunities and thereby influence, taking prompt action to accomplish objectives and achieve goals beyond what is required.
- Ability to promote and maintain high ethical standards both personally and professionally, and interacting with others in a way that gives them confidence in one's intentions and those of the organisation.
- Taking responsibility for client satisfaction and loyalty by effectively meeting specific client needs and developing and maintaining productive client relationships.
- Ability to listen to and to verbally express ideas or facts in a manner which is transparent, consistent, fluent, with conviction and holds the attention of the audience both in a group and individually.
- Ability to schedule and co-ordinate activities and identify the appropriate resources to perform these activities within a specific time frame in order to achieve business objectives.
- Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- Ability to perceive correctly and in visual detail.
- Interact with credit for deals submitted e.g. bonds, ABF and Overdrafts.
- Organise Forex and issuing of visa letters for clients.
- Processing transfer requests from clients between accounts, internal and to third parties

Nedbank Staff Banking - Killarney

(2012 - 2013)

Previous Position

Sales support Officer: Staff Banking

I was in the Retail Banking department – Internal Clients

Responsibilities

I was responsible for a portfolio of Staff clients by means of building relationships and fulfilling clients' needs with constant excellent service.

- Establish telephonic relationships with clients to deal with daily admin related queries and ensure that queries are resolved through quick resolutions.
- Educate clients on various offerings and discuss pricing.
- Assist internal banker in identifying and execute cross selling opportunities.
- Regular discussions with the internal banker regarding achievements of sales targets and client feedback.
- Check all opening accounts documents, ensure adherence to bank policy and procedures.

- Risk and compliance management, keeping up to date with changes in procedures and processes.
- Processing transfer requests from clients between accounts, internal and to third parties once confirmed that indemnities are held on file.

Skills acquired

- Problem solving
- Negotiating skills
- Planning and organizing
- Administration
- Strong analytical skills including financial & strategic analysis
- Exposure and detailed understanding of Staff banking product and rates
- Strong communication skills

Skills acquired

Nedbank Branch Network –Sandown Branch

July 2007 – Nov 2009

Head Teller/Stand in Team Leader

Nedbank Ltd is one of the big four financial services institutions in South Africa. Listed on the Johannesburg Stock Exchange the institution has banking operations in other parts of Africa.

Responsibilities

- Order branch cash from the safe daily
- Handling cash requisitions of tellers
- Dispose ATM cash to be loaded supervisors
- Attending to customer queries
- Requisition orders for commercial companies
- Ensuring compliance with the Financial Services Act
- Assist coordinator with authorization of cheques to be cashed
- Train learner ship students and tellers
- Handling SBV books by making sure that cash is within limit of the branch

Previous Employer

Personal Attributes

- Ambitious, hardworking and good initiator
- Dynamic and self motivated personality with an effective leadership and management style
- Hands on, ability to work under pressure, meet tight deadlines and handle high volumes of work

Academic Qualifications

Business writing skills Programme
Nedbank

National Diploma Administrative Management
University of South Africa

2014

Business Communication Certificate

School: Anchor Comprehensive School
Period until Matriculated

2004

Currently studying towards Bachelor of Business Informatics with Unisa

Hobbies and Interests

- Reading motivational books
- Community involvement
- Visiting Orphanage homes
- Traveling

References

Mrs Joan Johnson

Team leader
Nedbank Staff Banking
Tel: 011 481 4725
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Mr Lebogang Lebeko

Branch Manager – Branch networks
Tel: 011 754 6220
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**Academic
Qualifications**

References