

HARISHKA DANIELLE VINGTAS

Team Leader

24096 Mandarin Street, Protea Glen, Johannesburg, 1818, South Africa.

Phone Number.....+27 67 936 8743 Email danielle.vingtas@gmail.com
Identity Number 951211 0178 089 Date of Birth 11 December 1995
Country of Birth South Africa Marital Status Married
Gender Female Driving License Yes

PROFILE

Dedicated Team Leader with over 3 years of administrative management experience working with First National Bank. Bringing forth the ability to manage various departments solely. Experience with management of staff, record keeping, staff development and working under intense pressure. Proven track record of being the most effective Team Leader.

EMPLOYMENT HISTORY

- ❖ **Team Leader, First National Bank** Aug 2017 – May 2018
Johannesburg
 - Provided leadership and support to various departments including Online Secondary Banking, Business Upgrades, BEE Remediation and Credit Card Quality Assurance.
 - Continuous staff development.
 - Wrote reports on team statistics daily and worked collaboratively with staff members and supervisors.
 - Assessed difficult situations with speed and accuracy.
 - Administrative duties including time keeping, quality assurance, formulation of daily statistic reports.
- ❖ **Estate Late Officer, First National Bank** Jun 2017 – Jul 2017
Johannesburg
 - Administrative duties on Estate Late Accounts.
 - Review on missing documentation.
 - Request of documentation to secondary contact person (email).
 - Freezing of account until documentation is received.
- ❖ **Team Leader, First National Bank** Jun 2015 – May 2017
Johannesburg
 - Provided leadership and support to FICA Agents.
 - Monitored quality assurance on administration done on business accounts.
 - Reports on daily and nightly statistics on passed and failed accounts to quality assurance.
 - Assessed incoming and outgoing calls in call center.
 - Administrative duties including time keeping, quality assurance, formulation of daily statistic reports.
- ❖ **Administration Officer, First National Bank** Jun 2014 – May 2015
Johannesburg
 - Worked in various departments including inbound, outbound, remediation and quality assurance throughout the year.
 - Handled queries from clients on missing FICA documentation on business accounts.
 - Request missing FICA documentation (email, SMS and calls).
 - Administration of business accounts.
 - Verifying present documents (quality assurance).

EDUCATION

Management College of Southern Africa *Jun 2015 – Present*
Bachelor Degree in Business Administration NQF Level 7 *Johannesburg*
Year 1: Completed in 2016
Year 2: Completed in 2018
Year 3: Semester 1 completed in 2019. Currently completing Semester 2 (Last Subject).

Management College of Southern Africa *Jun 2014 – Dec 2014*
Higher Certificate in Business Management NQF Level 5 *Johannesburg*

Subjects Passed:

Accounting and Finance	51%	Business Communication	65%
Marketing	61%	End User Computing.....	67%
Business Law	54%	Business Mathematics	68%
Management Principles	68%	Project Management	54%

SKILLS

Microsoft Office	<i>Experienced</i>	Judgement and Decision Making	<i>Experienced</i>
Compliance management	<i>Experienced</i>	Influence and Confidentiality	<i>Experienced</i>
Integrity and Professionalism	<i>Experienced</i>	Computer Skills	<i>Experienced</i>
Communication Skills	<i>Experienced</i>	Attention to detail	<i>Experienced</i>
Time Management	<i>Experienced</i>	Leadership and Management	<i>Experienced</i>

LANGUAGES

English *Native Speaker*

REFERENCES

❖ **Ethan Shirto** +27 79 798 8691
First National Bank eshirto@fnb.co.za

❖ **Muhammed Le Roux** +27 83 423 1108
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