Curriculum Vitae

Ms Sindi Maseti

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**Professional profile**

I am an accomplished business and sales consultant offering over 10 years’ experience in the insurance and motor industry. I have extensive knowledge of new business development, strategy development, customer care, insurance, sales and marketing processes. My fortes are, among others, excellent communication, problem solving, relationship management and sales skills. I have a thorough understanding of business in all aspects from aligning company vision and goals on a strategic level, to hands-on work performance to attaining new business in order to achieve the set targets. I am a highly motivated self-starter who is driven by excellence and thrives on solving challenges.

**Areas of excellence**

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| * Business management
* Sales management
* Client retention
* Strategy development
* Finance and Insurance compliance
* New business development
* Team management
* Intercultural communication
* Supplier management
* Event management
 | * Client relationships
* Customer relationship management (CRM)
* Proposals
* Networking
* Market research
* Computer literacy: Microsoft Office, Internet
* Vehicle finance applications
* Signio finance system
* VAPS :Warranties, Insurance, Accessories
* Ensuring compliance with FAIS/FSCA regulations
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**Professional experience**

**Company Odyllic Logistics (SME)**

Designation Operations Manager

Period 2016 to date

* Developing and acquiring new business.
* Maintaining relationships with clients.
* Preparing contracts, determining the requirements, and ensuring payment.
* Managed sales and business development.
* Presented new products and services to organizations; managers, directors, and exco members.
* Performed market research.
* Responding to contract documents and creating proposals and reports.

**Company Volkswagen and BMW Group**

Designation Sales Executive

Period June 2004 to 2016

* Prepared proposals for clients.
* Managed and generated new business by identifying corporate key decision makers to create opportunities for fleet sales.
* Completed the sales process according to brand and dealer standards.
* Coordinated marketing events to expose the brand to corporate and government clients.
* Coordinated vehicle deliveries to clients.
* Managed customer relationships (CRM).
* Liaised with brokers and insurance companies and acquired finance products for clients.
* Managed and resolved customer queries and complaints.
* Maintained an accurate customer database by continuous communication with clients.
* Developed the organization’s value proposition and key differentiators.
* Attended frequent training opportunities to remain current on product knowledge and current market trends.
* Adopted new and innovative strategies to increase sales volumes and expose the brand.
* Planned, processed, and executed new vehicle purchases and vehicle replacement.
* Endeavoured to achieve excellent CSI/SCSI results.
* Offered existing and prospective clients a premium retail experience and achieved and exceeded sales targets.
* Ensured suitable understanding customers specific business requirements.
* Offered presentations on products and value propositions to corporate organizations.
* Assisted the team to achieve their sales targets.
* Maintained a customer retention programme.
* Provided aftersales support to clients.
* Developed and implemented effective sales strategies.
* Managed customer loyalty events.
* Managed diplomatic sales; respect and understand international cultures and best business practices
* Managed and liaised with vendors and suppliers.

**Employment history synopsis**

**OUTsurance:** Sales Advisor, October 2000 to May 2004

**Coca-Cola:** Field Researcher, February 1999 to November 1999

**Education**

**RE5 Regulatory Exams** Moonstone Business School of Excellence (2019)

**Class of business**, Short term, Personal lines, Commercial lines, Long term insurance: Alcari Learning Centre, (2020)

**NCA Card Accreditation** : Forward Training/Sewells, (2010)

**Master of Business Administration (General):** Management College of Southern Africa (Mancosa), 2014

**BCom Accounting:** University of Transkei (Unitra), 2000

**Grade 12:** Excelsior Senior Secondary School, Umtata, 1995

**Personal details**

Nationality South African

Languages English, isiXhosa, Setswana, and Afrikaans

Notice period 1 month