



## Virgil Billett's Profile

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### About Me

📍 Eastern Cape, Port Elizabeth, Port Elizabeth  
💬 Afrikaans, English  
👤 46year old Colored Female

🌐 South Africa Citizen, ID 7604120069085  
🚗 B - Light Vehicles up to 3,500kg

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### My Career Status

#### Current / Most Current

Client Liaison Officer with total work experience of more than 25 years  
Highest Qualification: National Diploma Programme in Business Communication

#### Notice Period / Availability

30 days' notice

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### My Career Summary

Company	Positions Held	Duration
Liberty Life	Client Liaison Officer RIO New Business Specialist Disbursement Agent Quality Assurance Specialist Outcomes Based Coach, Assessor & Moderator Call Centre Consultant Retentions Consultant	Sep 2001 – Current
Fedsure Health	Customer Care Frontline Consultant Credit Control Internal Broker Consultant	May 1997 – Jul 2001
Nedbank, Iata Division (Airline Ticket Processing)	Data Capturer	Feb 1995 – May 1997

## My Skills

### **Expert / Specialist**

- Excel
- Outlook
- Microsoft Office
- Powerpoint

### **Advanced**

- Internet Explorer
- Microsoft Word
- Microsoft Outlook

### **Solid**

- Microsoft Excel
  - Outlook
  - SRS
  - Microsoft Powerpoint
  - Compass
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## My Employment History

### **Client Liaison Officer at Liberty Life**

Sep 2001 – Current

Permanent Senior position in Eastern Cape

RIO Specialist	<ul style="list-style-type: none"><li>- New Business quotations for brokers – Risk and Investment products</li><li>- Processing of New Business Applications – Risk and Investment products</li><li>- Issuing of New Business cases – liaising with Brokers, Nurses department and Underwriters</li><li>- Requirements management</li><li>- Various administrative duties – Resolution of enquiries and escalations</li><li>- Ongoing relationship management with both Financial Planners and their assistants</li><li>- Proof reading and editing of documentation at New business stage to ensure correct documentation is received by broker and client.</li></ul>
Quality Assurance Specialist	<ul style="list-style-type: none"><li>- Implementation of Quality Assurance across Operations Division</li><li>- Liaising with different internal department to incorporate QA into everyday business practices and procedures</li><li>- Error cause removal and reporting</li><li>- Continuous monitoring and moderation of QA Data analysis</li><li>- Ensuring staff enrolment for Outcomes Based Programmes (Coach, Assessor and Moderator courses)</li><li>- Ongoing Liaising with independent Learning Provider Programmes (Coach, Assessor and Moderator)</li></ul>
Disbursement Agent	<ul style="list-style-type: none"><li>- Processing of payments</li><li>- Liaising with different internal department to incorporate QA into everyday business practices and procedures</li></ul>
Communications Consultant	<ul style="list-style-type: none"><li>- Facilitation and conducting presentations to all levels of staff</li><li>- Relationship Building</li></ul>
Project Coordinator	<ul style="list-style-type: none"><li>- Initiation and coordination of adhoc projects</li></ul>
Client Liaison Officer	<ul style="list-style-type: none"><li>- Liaising with Financial Advisors, Internal departments, and external clients, to resolve enquiries and escalations</li><li>- Regular branch visits to maintain and strengthen Relationships with Planners and Business Partners</li><li>- Various administration duties, including typing, filing</li></ul>
Internal Broker support	<ul style="list-style-type: none"><li>- Loading of new business, requirements management</li></ul>
OHS Representative	<ul style="list-style-type: none"><li>- Monthly floor inspections done, and any incidents reported to relevant responsible parties</li></ul>

- Follow up and resolution of incidents with stakeholders
- Periodic overseeing of servicing of fire equipment, signage.

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### **Customer Care Frontline Consultant Credit Control at Fedsure Health**

May 1997 – Jul 2001

Permanent Senior position in Gauteng, Johannesburg Region

Customer Care

Call Centre Consultant, Internal Broker Consultant (Marketing), Administration Clerk, Credit Controller. Also, Frontline Consultant, assisting direct clients, broker consultants, brokers, and medical providers.

Reason for leaving: Retrenchment / Severance of total group staff compliment

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### **Data Capturer at Nedbank, IATA Division (Airline Ticket Processing)**

Feb 1995 – May 1997

Permanent Junior position in Gauteng, Johannesburg Region

Detailed and concise data capturing of information printed on IATA issued travel documents. Incorporating periodic responsibility of billing process to travel agents and airlines alike on a bi-monthly basis.

Reason for leaving: Offer of employment at Fedsure Health

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## My Education

Currently studying towards obtaining my 150 Hour TEFL Accreditation.

### **Certificate - Outcomes-Based Moderator – Learning Performance Link.**

Jul 2008

- Outcomes-Based Moderation
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### **Certificate - Effective Business Writing – Simplified.**

May 2008

- Effective Business Writing
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### **Diploma – Program in Business Communication – Unisa.**

Mar 2008

- Linguistic Ability in Business
- The Communication Process in Multicultural Business Environment
- Oral And Written Communication in Business
- Internal And External Interaction in Business

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**Certificate - Outcomes-Based Assessor – Learning Performance Link.**

Mar 2008

- Outcomes-Based Assessing
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**Certificate - Outcomes-Based Coaching – Learning Performance Link.**

Nov 2007

- Outcomes-Based Coaching
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**Certificate - Proficiency - Life 1 – Life Association of South Africa.**

Sep 2002

- Proficiency In Life Insurance
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**Diploma - A+ Microsoft Support Engineer – Damelin.**

Mar 2002

- Microsoft Support Engineering
- 

**Diploma - N4 Electrical Engineering – Bethelsdorp Technical College.**

Dec 1994

- Mathematics
  - Logic Systems
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**Grade 12 / Matric – David Livingstone Senior Secondary.**

Dec 1993

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|--------------------|---|----|
| • Afrikaans        | - | HG |
| • English          | - | HG |
| • Mathematics      | - | SG |
| • Physical Science | - | SG |
| • Biology          | - | HG |
| • Geography        | - | SG |
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**In Summary.....**

It gives me joy, interacting with people from all walks of life.

There is nothing more rewarding than being able to empower someone, knowing that I was able to assist them in their journey, however small my part was.

I thank you for your time in reviewing my resume, and look forward to hearing from you.