

Erasmus Ngandu

- Phone: 263772464524
- engandu@agribank.co.zw
- Clean Driver's Licence No: 21564JZ
- Lot 42 Vanessa Ave, Mvurwi.
- Age:36years
- Marital status: Married

Contact Centre Agent

Skills

- | | |
|---------------------------------|------------------------------|
| Excellent communication skills. | Front-end Web Programming. |
| Good analytical skills. | Team player and coach skills |
| Solid problem solving skills. | Responsive to customers. |

Professional Experience

AGRIBANK, ICT CONTACT CENTRE

Contact Centre Agent, March 2017 to date

Main Duties

- Describe products and services
- Resolving HelpDesk Queries
- Monitoring the Agribank social media platforms
- Outbound Marketing and follow up on leads
- Answer customer questions
- Take customer through company processes
- Obtain and update customer information
- Obtain possible customer leads
- Maintain customer/potential customer data bases
- Follow up on initial contacts
- Complete records of telephonic interactions, orders and accounts
- Log customer complaints and make follow ups

Selected Accomplishments:

- Generates sound weekly and Monthly reports for use by Section management.

AGRIBANK PVT LTD, JERERA NBO

BackOffice Clerk, February 2013 to September 2015

Main Duties:

- Process Payment Vouchers
- Process Loan Applications
- Validation
- Process Customer Payments
- Marketing Bank products

Selected Accomplishments:

- Maintaining documents in an orderly manner for audit trail.

AGRIBANK PVT LTD, MVURWI BRANCH AND JERERA NBO

Relief Enquiries Clerk May 2008 to Jan 2012

Main Duties:

Attending to Customer Queries
Opening Retail Account for customers
Filling Mandates and Maintaining Registers

Selected Accomplishments:

- Polished human interaction skills to meet customer needs.

AGRIBANK PVT LTD, MVURWI BRANCH AND JERERA

Teller: February 2012 to February 2013

Main Duties:

Accepting Cash Deposits from customers
Marketing Bank Products
Process Cash withdrawals
Cash Reconciliations and CIT functions

Selected Accomplishments:

- Perfected Cash Handling techniques and cross selling bank products.

AGRIBANK PVT LTD, MVURWI BRANCH

Administration Clerk, December 2004 to October 2008

Main Duties:

Marketing of Loan products
Processing of Loan Applications
Disbursing of Approved Loans
Preparation of Management Reports
Monitoring Loan Accounts
Filling of Signed Facility Letters
Opening Loan accounts

Selected Accomplishments:

- Good credit management and report generation for use by management.

Technologies

Software: MS Office (Word, Access, Excel, PowerPoint), Avaya, HelpDesk

T24 Globus Banking Software, Postilion, Adobe Photoshop

Web/Multimedia: JavaScript, HTML, CSS and React for Front-End Web Development.

Education

BCOM IN MARKETING MANAGEMENT UNIVERSITY OF SOUTH AFRICA (FINAL YEAR)

Passes:

English for University Students	Distinction
Introduction to Marketing	Distinction
Introduction to consumer behavior	Distinction
Consumer Behaviour	Distinction
Finance for Non Finance Managers	Distinction
Business to Business Marketing	Pass
Product and Price Management	Distinction
Sales Management	Distinction
Digital Marketing	Distinction
Services Marketing	Pass
Human Resources for Line Managers	Distinction
Customer Service	Distinction
Basic Accounting	Distinction
Financial Acc. Principles and Procedures	Distinction
Elementary Financial Accounting	Distinction
Foundation Economics	Distinction
Macroeconomics	Distinction
Microeconomics	Distinction
Business Numeracy Skills 1	Distinction
Business Numeracy Skills 2	Pass
Business Management 1	Distinction
Business Management 2	Distinction
General Management	Distinction
Sustainability and Greed	Distinction
Strategic Marketing	Pass
Strategic Planning 111A	Pass
Brand Management	Pass
Public Relations	Pass
Integrated Communications in Marketing	Distinction

current study modules:

Value Chain Marketing	Pending
Strategic Planning and Control 111B	Pending
Marketing Research	Pending
International Marketing	Pending
Customer Relationship Management	Pending
Marketing in Africa	Pending

INSTITUTE OF BANKERS OF ZIMBABWE (IOBZ)**Certificate Level:** 5 Subjects Passed

Money and Banking:	Pass
Management :	Exempted
Communication :	Exempted
Economics :	Exempted
Law Relating to Banking:	Exempted

INSTITUTE OF ADMINISTRATION AND COMMERCE (IACZ)**Higher Diploma (Management) in Financial Accounting: 12/2011**

Auditing		72%
Communication		72%
Concepts of Management Computing		66%
Corporate Governance		67%
Corporate Secretaryship		54%
Corporate Law		65%
Cost and Management	1	63%
Cost Management	2	58%
Economics		80%
Financial Accounting	1	70%
Financial Accounting	2	52%
Financial Accounting	3	56%
Financial Management		59%
Management	1	60%
Principles of Law		50%
Statistics		63%
Strategic Management		58%
Taxation		50%

GCE ADVANCED LEVEL (ZIMSEC)

3 A Level Passes: Oriel Boys School (Harare)

Management of Business:	4points
Geography	4points
Accounting	4points

GCE O LEVEL (ZIMSEC)

9 0 Level Passes: Kakora Secondary School

(5As, 2Bs and 2Cs including Mathematics and English)

OTHER PROFESSIONAL COURSES:

Telling and Cash Handling Certificate,	(Agribank, 2011)
Zinara and Training Certificate,	(Agribank, 2015)
Banc Assurance	(Agribank, (2019)
Customer Relationship Management Certificate,	(Agribank,2017)
Array Methods Certificate	(Grasshopper 08.2020)
Animations Certificate	(Grasshopper 08.2020)

Responsibilities

AFM Church Treasurer: Mvurwi Assembly

Committee Member: Divine Business Prayer Network(Harare)

Hobbies & Interests

- Athletics
- Graphic Design and Web development
- Sharing information and knowledge through infographics
- I love training people and can do it for free.

REFEREES

Ms. Barbara Chinzunza

Head of Digital Transformation
Steward Bank
ICT Department
Runhare House 101
Kwame Nkrumah
263782 760 216

Lovemore Kazondo

Provincial Manager-Midlands
26 Aerodrome
P Bag P7001, **Mutare**
263782728695

Ms. Brenda Mbewe

Contact Centre Supervisor
Agribank Contact Centre
Agribank Head Office
P.O. Box 369
Harare
263773 381 330

Mr. Nelson Chikasha

Customer Services Officer
Jerera NBO
P.O BOX 434
Jerera
Phone: 0777 990 053