

GIVEN CHABALALA

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OBJECTIVE

A curious, committed and result driven professional with ample experience in digital sales and coverage in the banking fraternity. Deeply invested in providing excellent customer service and building trust among all stakeholders in the banking space.

EXPERIENCE

- **First National Bank: Commercial Sales, Division: Digital Sales and Coverage**

01 April 2022 - Current employer

Youth Development Learner

- Deliver exceptional service that exceeds customers' expectations through proactive, innovative and appropriate solutions.
- Build and maintain strategic relationships with internal and external parties to support sales strategy.
- Maintenance of expert knowledge on relevant legislative amendments, industry best practices and provision of proactive advice and solutions to relevant stakeholders.
- Manage existing clients and grow portfolio through making contact and generating leads.
- Provide sales support efficiencies and service in order to ensure retention of clients.
- Provision of an efficient administration service through careful and timely planning, reporting and updating of all related information.
- Comply with governance in terms of legislative and audit requirements.
- Enter all Qualified leads into the sales pipeline and maintain on a daily basis.
- Track, control and influence sales activities with the specific aim to increase sales efficiencies.
- Improve business decisions by providing accurate and reliable business intelligence (information) together with analyzing trends and data.
- Manage own development to increase own competencies.

- **South African Police Service**

18 December 2020 - 17 December 2021

Administration Clerk Intern

- Updating and maintaining database on OPAM systems and Crime Prevention Aids: retrieve report on Crime Successes, Action Executed as well as drugs confiscated and compile report.
- Type correspondence necessary for the meetings/information session.
- Handle and attend to telephone inquiries and refer to the relevant commander.
- Send, receive and distribute post in the sub-section.
- Keep and bring forward systems in place to ensure that all due dates of correspondence are adhered to.
- Take and type minutes during meeting and work sessions.
- Order and collect stationery from logistics for the sub-section.
- Manage allocated resources.

EDUCATION

- **The Facilitation Workshop**

Current Studies

National Certificate Banking: SAQA ID: 20186

- **University of Pretoria**

2020

Bachelor of Arts in Law

- **Loalane Secondary School**
2014
Grade 12

SKILLS

- Client Services
- Customer relationship
- Time management
- Critical Analysis Skill
- Conflict management skill
- Telephone and Email etiquette skill
- Communication skill
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- FNB Systems - Hogan - Fenix - CRM Dynamics - Ghost - OBE Consultant registration system

REFERENCE

- **Amanda Smit - "FNB Commercial Sales Gauteng North"**
New Business Manager
msmit1@fnb.co.za
0828765147
- **Mark Francis - "FNB Commercial National Sales and Service"**
Team Leader
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