

CURRICULUM VITAE

OF

MADELA JOHANNES

NGOZO

CONTACT DETAILS:

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CURRENT POSITION:

FOUNDER AND MANAGING DIRECTOR OF SWISSCHA PROJECTS

DUTIES & RESPONSIBILITIES:

- Personal & commercial claims
- Municipality Scheme Claims
- Business & assets All risk claims
- Property & contents claims

EXPERIENCE

DATES FROM 2018 – 2019

SENIOR LOSS ADJUSTER, VUYOLETHU

DUTIES & RESPONSIBILITIES:

- Personal & commercial claims
- Municipality Scheme Claims
- Business & assets All risk claims
- Property & contents claims

DATES FROM 2016– 2018

LOSS ADJUSTER, ELITE CONSULTING

DUTIES & RESPONSIBILITIES:

- Personal & commercial claims
- Municipality Scheme Claims
- Business & assets All risk claims
- Property & contents claims

DATES FROM 2013– 2016

CLAIMS MANAGER, IWYZE

DUTIES & RESPONSIBILITIES:

- Manage staff compliment **(12) + (1) Team Leader**
- Oversee claims workflow process
- Reporting to Ops/Manco/Exco Level
- Oversee Quality Assurance Team **(2+1)**

DATES FROM 2010– 2013

COMMERCIAL CLAIMS MANAGER, GUARDRISK (ALEXANDER FORBES)

DUTIES & RESPONSIBILITIES:

- ✓ To ensure Administration team registers claims within 24 hours.
- ✓ Ensure that Assessment or merit validation takes place within 8 hours after registration.
- ✓ Ensure that claims payments are processed.
- ✓ Ensure salvage money received and recovery occurs.
- ✓ Ensure SLAs are maintained with Service providers.
- ✓ Sign-off repudiation letters
- ✓ Mentor & coach learners
- ✓ Look after development of staff & hrm matters.
- ✓ Appraisal of staff

EDUCATION

QUALIFICATIONS SUMMARY		
QUALIFICATION	INSTITUTION	COMPLETION
Masters in Business Admin (MBA)	Regeneys – Sandton	Completed and Graduated October 2017
Foundation Management Programme (FMDP)	Gordon Institute of Business Science (GIBS) University of Pretoria	2012 – 2013

Higher Certificate in Insurance (HCI)	University of South Africa (IISA)	Incomplete
Regulatory Exams (RE1)	Moonstone	2011
Junior Management Development Programme (JMDP)	Gordon Institute of Business Science (GIBS) University of Pretoria	2007 – 2008
National Diploma in Financial Management (N. Dipl.Fin.Man)	Business Management Training College (BMT) College	2003 – 2005
Intermediate Certificate in Business Studies (ICBS)	Insurance institute of South Africa (IISA)	2000 – 2001
Certificate of Proficiency (COP)	Insurance institute of South Africa (IISA)	1999 – 2000
Diploma in Labour Relation	Damelin School of Business	1996 – 1997
Diploma in Commercial Studies	Newcastle Technical College (NEWTEK)	1994 – 1996
Matriculation	St. Lewis Betrand's High	1988 – 1993

ADDITIONAL COMMENTS/ WHAT TYPE OF A LEADER IS THE INCUMBENT

I am a natural leader with a hearty and frank style, who tends to take charge of any situation he finds himself. I expect goals to be attained and provide recognition. I believe in a team and through teamwork, positive experiences are born. I have an urge for lifelong learning and can shake off depression by simply finding projects that are fascinating.

I possess a natural gift for presentation and strive to make things better rather simply accepting them as they are. I am an orientated and very practical with an agile mind and skills to generate fast results, thus a problem solver.

REFERENCES

Absa Insurance Company
 Mr Jan Spamer
 Regional Sales Manager
 Free State & Northwest

Absa Insurance Co.
 Mr Nollie van Zyl
 Branch Manager
 Cape Town

Tel: 082 972 0550

Santam Insurance Co

Mrs Avril Ackers
Head of Hub Payments
Bedfordview
Tel: 083 457 1881

IWYZE Insurance (member of Old Mutual)

Mr Riaan van Jaarsveld
Head of Division
Johannesburg (Central)
Tel: 079 502 3361

Tel: 082 796 21 32

Guardrisk

Mr Eric Sigama
Head of Claims
Sandton
Tel: 083 375 74 63

IWYZE Insurance

Ms Liezel van Jaarsveld
Head of Claims Division
Johannesburg (Central)
Tel. 082 300 8794