

COMFORT Z TLHAGWANE

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An MBA Graduate with vast retail / consumer banking experience covering operations, sales and marketing; a highly personable individual with outstanding communication and interpersonal skills; Expertise in leading change, process management, project management, technology management and solutions implementation with clear understanding of the impact on the customer and the business; Strong investigative and decision making skills; Effortlessly handles difficult and stressful situations; Able to negotiate and provide effective solutions to problems. Willing to learn, relocate and travel according to business needs.

EXPERIENCE

APRIL 2017 – APRIL 2020

TEAM LEADER - MATHUBUDUKWANE SUB LANDBOARD, BOTSWANA GOVERNMENT (MINISTRY OF LAND MANAGEMENT, WATER & SANITATION SERVICES)

Responsible for investigation and administration activities of the sub land board issues till resolution stage. Authorizes all types of land allocations and future plans for development. Attends to client's land allocation disputes, inheritance, transfers and extensions. Signs and authorizes issuance of land rights certificates and lease agreements.

SEPT 2013 – DEC 2016

NON-FINANCIAL INSTITUTION (MICRO LENDING), PETLAS MICRO LENDERS

Managing the overall operations of a micro lending company, financing customers with small loans and screening them with compu scan system to check their credit worthiness. Submit monthly returns to regulators Non-Banking Financial Institutions Regulatory Authority (NBFIRA) and liaise with them for compliance.

JUL 2011 – AUG 2013

FOREX BUREAU DE CHANGE, MADIKWE BUREAU DE CHANGE

Managing operations of foreign exchange activities of the company. Submission of monthly regulatory returns and liaising with Central Bank for compliance

March 2010-June 2011

MBA Student (Masters of Business Administration), University of Atlanta

MAY 2009 – MAY 2010

CONSUMER BANKING OPERATIONS (PERSONAL & BUSINESS LOANS), STANDARD CHARTERED BANK DUBAI, UAE

Receipt of instructions from various branches for execution of settlement and deferment for loan repayments. Processing of all personal loan related transactions. Responsible for cashier order, fix deposits and reconciliation of suspense accounts. Responsible for daily volume tracker and attending to exceptions.

JAN 2008 – DEC 2008

OPERATIONS MANAGER, MADIKWE BUREAU DE CHANGE - BOTSWANA

Managing operations of foreign exchange activities of the company. Submission of monthly regulatory returns and liaising with Central Bank for compliance

JAN 2000 – SEP 2007

RETAIL BRANCH MANAGER (PREMIER & PRESTIGE), BARCLAYS BANK BOTSWANA – GABORONE

Managing a branch catering for high value clients. Responsible for the overall performance of the branch and achieving specific sales, service and operational rigor targets (Branch compliance and audit / assurance compliance. Ability to build a strong and performing team.

EDUCATION

MBA (MASTER OF BUSINESS ADMINISTRATION), UNIVERSITY OF ATLANTA

POST GRADUATE DIPLOMA IN BUSINESS ADMINISTRATION (AIBM)

INTERNATIONAL COMPUTER DRIVING LICENSE CERTIFICATE (ICDL)

SKILLS

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| <ul style="list-style-type: none">● Strong interpersonal and communication skills● Well-disciplined and logical● Always listens, observes and eager to learn● Thoughtful, careful and methodical problem solver | <ul style="list-style-type: none">● Flexible and open minded● Optimistic & embraces change● Dependable, organized and trustworthy with strong managerial skills● Innovative and empathetic leader who has a vast banking experience |
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ACHIEVEMENTS

- Extensive consumer banking experience in all aspects of operations, sales and service up to management and leadership levels in International Banks.
- 2005 was nominated for Eagle Awards for demonstrating the Barclays behaviors
- Executive Customer Service Coach Botswana 2006
- Vehicle and Asset Finance Botswana 2006