

# GIVENS MANZEKE



## PERSONAL INFORMATION

📍 KFC building, Al Barsha Dubai, UAE

☎ +971 583055632

✉ givencymanzeke@gmail.com

Sex Female | Date of birth 24| 09| 1996 | Nationality Zimbabwean | National ID Number 63-2140232 X 07 |

Passport number EN788069

## PERSONAL STATEMENT

I am a hardworking, motivated and honest individual. I think of myself as a person who likes to do everything and I have found that if put effort into it, I can build interest in a lot of different fields. I am a multi-skilled, key team player possessing multidisciplinary knowledge and experience in insurance administration, sales and marketing, general business administration, Risk Management processes, investment and portfolio management, Enterprise Risk Management and Safety Health and the Environment (SHE). Seek to find a position in a dynamic and versatile organization that will enhance my competencies, capabilities, skills, knowledge and experience. I am able to work independently in busy environments and also within team settings.

## KEY ATTRIBUTES

- Communication Skills - excellent both verbal and written
- Good leadership skills
- Accurate and detail oriented
- Hardworking and ability to work under pressure
- Compassionate and patient
- Effective team player
- Able to meet deadlines
- Eager to learn new things

## WORK EXPERIENCE

July 2018 – August 2019

### Life Assurance Administrator

Zimnat Life Assurance Company, Special channels and Bancassurance Department | Zimnat headquarters, Cnr Nelson Mandela and 3<sup>rd</sup> street, Harare

#### Main Roles and Responsibilities

- Vetting of new business
- Making welcoming calls to clients
- New business creation
- Making weekly and monthly reports on new business
- Premiums allocations
- Assisting clients on inquiries and amendments
- Communicating and making follow ups on new business received (BancABC Bank, First Capital bank and Getbucks Microfinance)
- Life assurance claims processing
- Making life policy documents and cards

## June 2020 – December 2020 Sales and Marketing assistant

Juvantee Financial holding company | Suite 3First Floor, Norbert House  
Cnr K Nkruma and Harare Street | Harare

### Main Roles and Responsibilities

- Digital and direct marketing
- Administrating motor insurance and vehicle licensing
- Claims processing
- Making follow ups of loan repayments
- Calling clients to encourage them to meet their due dates.
- Collaborate with internal teams to address customers' needs
- Provided clients with update on their savings and investments plans

## February - August 2021

### Administration Clerk

Premier Tobbaco Auction Floor | Stand number 373, James road,  
Delta beverages building, Karoi

### Main Roles and Responsibilities

- Making daily reports to Regional Manager (Mashonaland West)
- Act as point of contact for complaints and escalate issues as appropriate
- Dispatch contract forms to farmers
- Regular communication with Chairman and Field managers
- Making delivery reports
- Entering information in the company system
- Assisting clients with their grievances
- All clerical work

## EDUCATION & TRAINING

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2019

### Certificate of proficiency in Long Term Insurance Business

**Insurance institute of Zimbabwe** |Harare,  
Zimbabwe

2014 - 2015

### Advanced Level

**Murambinda High School** | Buhera,  
Zimbabwe  
2 A' Level Passes | English and  
Communication skills (Pass)

2009 & 2013

### Ordinary Level

**Harare Adventist Secondary School**| Harare,  
Zimbabwe  
5 O' Level Passes (including maths and  
English)

## PERSONAL SKILLS

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Language(s)

English

Job-related skills

**Life assurance business** — Appreciation of principles and processes for providing world standard services in life assurance business. This includes some of the special channels that are being used in life business. It allow me to be exposed to the banking sector and microfinance industry, hence it give me more confidence to network with new people.

**Customer and Personal Service** — Appreciation of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

#### Digital competence

- Microsoft Office Tools
  - Word
  - PowerPoint
  - Access
  - Excel

#### HOBBIES

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- ✓ Baking and cooking
- ✓ Wide reading and networking

#### REFERENCES

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**Available upon request**