



## PROFESSIONAL SUMMARY

---

Dependable [Type] industry worker equipped for fast-paced work and changing daily needs. Serves customers effectively with attention to detail and hardworking approach. Seeks out opportunities to go beyond basics, improve processes, and increase customer satisfaction.

Hardworking and reliable [Job Title] focused on going above and beyond to support team and serve customers. Trained in [Task] and offering top-notch [Skill] abilities. Motivated to continue to learn and grow as [Type] professional.

## SKILLS

---

- |                       |                        |
|-----------------------|------------------------|
| • Teamwork            | • Motivation           |
| • Prioritization      | • Customer relations   |
| • Problem-solving     | • Verbal communication |
| • Creative thinking   | • Networking           |
| • Task prioritization | • Multitasking         |
| • Public speaking     | • Training             |
| • Coordination        | • Research             |
| • Analytical thinking | • Planning             |

## EXPERIENCE

---

**General Laborer, JBS Primo** , Aug 2021 - Current, Sydney , NSW Australia

Worked in the slice pack where small packs of meat are processed as a manual handler and now I'm operating the processing machine

- Followed foreman instructions to meet deadlines for assigned tasks.
- Enforced proper use of equipment, PPE, and materials to mitigate safety risks.
- Gathered and organized tools or equipment and disposed of trash to clean and prepare worksites.
- Worked closely with project leadership to maintain timeliness and minimize errors.
- Loaded and unloaded materials and supplies to distribute across worksite.

**Recovery Officer, Yambukai Finance** , Oct 2010 - Jun 2021, Gweru Zimbabwe

- Pulled supporting documentation for planned recovery actions.
- Employed persuasive communication skills to negotiate payment arrangements.
- Reviewed accounts in queue and contacted customers to obtain payments or set up repayment structures.
- Analyzed outstanding balances to identify reasons for non-payment and determine

next steps for resolving delinquencies.

- Updated records with documentation of calls, actions, and payments.
- Called third-party payers to detect problems such as claims denials and deferrals affecting payments.
- Monitored overdue accounts to track new payments and document continued issues.
- Established repayment schedules that worked with the customer's financial situation.
- Collected payments, updated accounts and notified customers of additional responsibilities.
- Worked with credit departments to coordinate merchandise repossessions.
- Notified customers of payment obligations via telephone calls, professional mailings and personal visits.
- Turned over account records to attorneys to help them pursue customers who failed to respond to collection processes.
- Helped to achieve long-term financial goals by negotiating credit extensions between clients and businesses.
- Maintained current administrative records with personal and financial data for each account.
- Located delinquent customers through methods such as tracing finances, inquiring with utilities and questioning neighbors.
- Monitored processes and recommended methods for improvement.

**Volunteer, Scripture Union** , Jan 2007 - Nov 2009, Gweru Zimbabwe

- Assisted with planning, coordination, and logistics of community impact events.
- Documented volunteer time and patient visit activity accurately, promptly, and objectively.
- Collaborated with other social agencies to strengthen screening, prevent duplication, and optimize resources.
- Assisted with food preparation, serving and cleanup, and bussed tables.
- Offered respite care, companionship, and supportive listening to hospice patients.
- Greeted community center drop-ins and matched available services and resources with stated needs.
- Interviewed potential clients and collected information to determine eligibility for social assistance.
- Worked closely with individuals living with [Type] disabilities to improve self-sufficiency by building up important life skills.
- Created informational brochures, flyers, and other communications to effectively highlight available services.
- Connected clients with services through robust education programs and personalized service.
- Organized resources and staff to uphold program promises and offer consistent service levels.
- Implemented and enforced policies focused on protecting service delivery and participants.
- Tutored at-risk youth in academic subjects to improve performance and long-term prospects.

**Credit Advisor, Meikles Departmental Store** , May 1996 - Aug 2006, Gweru Zimbabwe

- Reviewed consumer credit reports to get complete sense of members' backgrounds and refine standard advice.
- Helped clients improve financial management by advising on goals and assisting with budgeting.
- Guided members through difficult financial situations with expert advice and focus on helping each meet obligations.
- Applied credit union collection practices and knowledge of applicable laws to accurately consult with creditors about outstanding debts.
- Prepared detailed analyses of consumers' situations and personalized solutions for problems.
- Calculated amount of debt and funds available to plan payoff methods.
- Accepted continuous inbound calls to handle consumer referrals for credit counseling services.
- Explained credit report ratings and protection laws to clients to enhance understanding of requirements.
- Set up payment plans for clients, helping 20% get back on track and restore credit ratings.
- Calculated clients' monthly income against required debt obligations to establish baselines for repayment plans.
- Volunteered for and tackled new assignments and tasks to ease staff member burden.

## EDUCATION

---

GED

Jan 1988

**Mkoba Secondary School** - Gweru , Zimbabwe

- GCE Cambridge 'o'level certificate
- Member of Tennis club
- Student Scholar Athlete



Covid-19 vaccination card  
available upon request