

JOHANNES JOOSTE

Business Manager

CONTACT

johan@jooste.org 
068 491 9194 
johannesjooste.com 
Wellington, WC, 7654 

EDUCATION

BANKSETA
Cape Town, Western Cape
Higher Certificate Banking
(2017)

ADDITIONAL SKILLS

Adobe Creative Suite
Microsoft Suite
Web Development
Bookkeeping

LICENSES AND CERTIFICATIONS

MOONSTONE
RE5 Level 1 (2015)

SOFTLINE PASTEL
Pastel Accounting (2011)

CAREER OBJECTIVE

Quality-oriented professional with 12+ years of experience and a proven knowledge of business operations, retail banking, risk management, and business management.

PROFESSIONAL EXPERIENCE

DEPARTMENT HEAD: LICENSING

Maxlaw Corporate Services, Paarl, Western Cape | 2022 – Present

- Oversee the vehicle licensing for more than 82,000 vehicles and 10,000 customers across all provinces of South Africa. Increased the department's profit by over 200% compared to the previous fiscal year and a 300% rise in monthly transactions. Spearheaded the redesign of the company website using WordPress and Django, which resulted in a 700% increase in organic web traffic at minimal marketing cost.

AML ANALYST (CONTRACT)

Deloitte, Valletta, Malta (Remote) | 2021 – 2022

- Worked closely with a major bank in Malta, focusing on investigating high-profile and politically exposed clients. My role involved conducting thorough analyses to ensure that individuals and entities were not involved in financial crimes or illicit activities. This experience provided me with valuable insight into compliance, risk management, and the stringent regulatory frameworks governing the financial industry.

SPECIALIST MANAGER: CUSTOMER SERVICE

Absa, Cape Town, Western Cape | 2017 – 2020

- Analysed customer service data to enhance the customer experience. Reconciling bank statements to maintain financial accuracy. Encompassed risk assessments to ensure regulatory compliance and the implementation of security measures to safeguard customer data. Generated and presented financial reports that informed management decisions, thereby playing a key role in shaping the bank's strategic initiatives.

SALES CONSULTANT

Absa, Cape Town, Western Cape | 2015 – 2017

- Promoted the bank's offerings by creating targeted marketing materials and campaigns. Track customer data and monitor sales performance, allowing to adapt strategies in real-time. Analysed financial statements and cash flows, identifying potential risks that could impact either the bank or its clients. Provided bespoke financial advisory services to clients, helping them streamline costs and boost profitability. Elevated sales but also added a layer of risk mitigation and customer retention to Absa's operations.

GENERAL MANAGER

SwissMate Manufacturing, Cape Town, Western Cape | 2014 – 2015

- Initiated our first retail outlets and hired the inaugural sales team, leading to an increase in production that required a factory five times larger than our original. Negotiated vendor contracts, utilized data to improve customer loyalty, and devised marketing strategies that boosted our online presence. Collaboration across departments ensuring alignment and efficiency. Oversaw contracts with the South African Department of Health and Defence Force.

BRANCH SERVICE OFFICER (Absa)

Aptus Integrated Solutions, Western Cape | 2012 – 2014

- Performed retail banking teller, treasury and customer service duties.

REFERENCES

References available upon request