

CONTACTS



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EDUCATION

- **Grade 12** , Jan 2008 -
Nov 2014
- **LLB Degree** , Jan 2023
- Present

Business Development Supervisor

SEHLARE CONFIDENCE RAMAPHALA

PROFESSIONAL SUMMARY

A highly motivated and results-oriented business development supervisor leveraging expertise in sales, administration, and customer service. Seeking a challenging role where I can drive revenue growth, optimize operational efficiency, and enhance customer satisfaction. Eager to apply proven leadership skills and a proactive approach to contribute to a company's success and further develop my career. Committed to building strong relationships and exceeding expectations. Business Development Supervisor with proven ability to deliver exceptional customer service and resolve conflicts effectively. Skilled in time management, CRM software utilization, and adapting to changing environments to enhance team collaboration and operational efficiency. Committed to driving business growth through continuous learning and strategic problem-solving.

WORK EXPERIENCE

Jun 2016 – Jun 2017

Financial Advisor - Old Mutual Insurance

- Analyzed clients' financial data to develop customized investment strategies that improved portfolio diversification and mitigated risk exposure.
- Educated clients on market trends and regulatory changes, ensuring compliance adherence and informed investment decisions.
- Monitored and adjusted financial plans regularly to maintain alignment with clients' evolving goals, enhancing long-term engagement.
- Collaborated with tax and legal professionals to optimize clients' financial structures, increasing overall cost efficiency.
- Conducted comprehensive retirement planning sessions that enhanced clients' confidence in meeting future income needs.
- Analyzed client cash flow patterns to recommend optimized insurance products, resulting in improved affordability and enhanced client financial balance.
- Identified gaps in client retirement planning to recommend tailored savings strategies, improving clients' readiness for long-term financial security.

Aug 2018 – Nov 2021

Lead Generator - Call Force

- Identified and qualified potential clients to enhance the sales pipeline accuracy and improve lead conversion rates.
- Coordinated outreach campaigns to increase engagement and optimize the overall lead generation process efficiency.
- Developed targeted messaging strategies that improved customer response quality and strengthened prospect relationships.
- Monitored lead data to ensure compliance with company standards and maintain high data integrity across platforms.
- Collaborated with sales and marketing teams to align lead priorities, boosting team productivity and pipeline predictability.
- Leveraged CRM tools to track lead interactions, accelerating follow-up timing and enhancing overall sales pipeline momentum.
- Streamlined lead data integration across platforms, improving information consistency and supporting more agile campaign adjustments.
- Compiled and segmented diverse lead sources to enhance targeting precision, resulting in improved campaign adaptability and faster market response.
- Monitored campaign responses to identify emerging trends, enabling rapid adjustment of lead strategies and improving market adaptability.
- Optimized outbound calling sequences to increase lead engagement efficiency, accelerating initial contact rates and enhancing sales team productivity.
- Verified lead source credibility to reduce invalid contacts, ensuring higher data integrity and improving overall campaign trustworthiness.
- Scouted emerging market segments to uncover untapped lead sources, accelerating outreach efforts and enhancing campaign adaptability to shifting client needs.

Nov 2021 – Jun 2022

Executive Sales Agent - 1 Life Insurance

- Cultivated client relationships to increase sales opportunities and drive revenue growth through tailored product recommendations and effective communication.
- Streamlined sales processes to improve transaction accuracy and customer satisfaction during the purchasing experience.
- Collaborated with marketing and product teams to align sales strategies with market demand and enhance competitive positioning.
- Monitored customer feedback to identify service gaps and implement improvements that elevated overall client retention.
- Optimized scheduling and follow-up procedures to reduce response times and accelerate deal closures.
- Facilitated client onboarding through detailed needs assessments, ensuring accurate policy alignment and accelerating the overall customer acquisition process.
- Evaluated client financial profiles to tailor insurance recommendations, improving policy suitability and enhancing the accuracy of risk assessments.
- Generated tailored insurance proposals through in-depth market analysis, accelerating client decision-making and enhancing competitive positioning in evolving markets.
- Qualified leads through targeted outreach, enhancing pipeline accuracy and accelerating revenue growth in a dynamic insurance market.
- Secured new client accounts through strategic cold outreach, increasing market penetration and diversifying the company's insurance portfolio.
- Leveraged client feedback to tailor communication strategies, improving lead responsiveness and accelerating the overall sales cycle in a competitive insurance landscape.
- Coordinated client follow-ups to clarify policy terms, reducing misunderstandings and enhancing transparency throughout the insurance purchase process.

Feb 2023 – Present

Business Development Supervisor - Mpileng Group , Centurion

- Directed business development initiatives to expand market presence and improve competitive positioning within target industries.
- Coordinated cross-functional teams to streamline client onboarding processes, resulting in enhanced customer experience and faster engagement.
- Established strategic partnerships that increased service offerings and strengthened long-term client relationships.
- Prioritized sales pipeline activities to optimize resource allocation and accelerate revenue growth.
- Aligned team objectives with corporate goals to improve operational efficiency and drive consistent business results.

SKILLS

- | | | |
|----------------------------------------|----------|------------------------------------------------------------------------------------------|
| • Effective Communication | Advanced | • Time Management |
| • Team Player | | • Familiar With CRM Software |
| • Always Ready To Learn | | • Ability To Adapt To Change And New Environment |
| • Deliver Exceptional Customer Service | | • Pay Attention To Detail |
| • Conflict Resolution | | • Computer Literate, Microsoft Office, Outlook, Teams, Slack, Google Workspace, Advanced |
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COURSES

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Assessor Certification -

LANGUAGES

- | | | | |
|-----------|-------------------|--------------|---------------|
| • English | C1 - Advanced | • Sepedi | Native |
| • IsiZulu | B1 - Intermediate | • Tshivhenda | C1 - Advanced |

LINKS

[LinkedIn](#)

