

Curriculum Vitae of Neil Withers

Contact

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Qualifications

Master of Arts in Creative Brand Leadership

Vega School of Brand Leadership
To be completed December 2023

B.A Honours in Strategic Brand Communication

Vega School of Brand Leadership
Completed July 2015

B.Com Marketing Management

University of Pretoria
Completed 2009

Matric with Exemption

Lyttelton Manor High School
Completed 2005

Training

Written communication SME

Investec global Client Support Centre
April 2018

Lecturer at IEPIC Orientation

Chungnam Office of Education
September 2011

Lecturer at SEPIC Orientation

Chungnam Office of Education
September 2011

Experience

Product owner

API and Programmable Banking, Investec Private Bank
October 2021 - ongoing

As a product owner in a small development team, my responsibilities include:

- Providing operational support for API banking and programmable banking products for both private and business clients
- Implementing the product backlog and overseeing the development rollout process
- Managing stakeholders by socializing the product roadmap and communicating updates on API and programmable banking products
- Preparing reports for stakeholders, including the C-suite, on the progress and performance of our products
- Developing a developer portal for Investec, including writing content and conducting user experience testing
- Identifying and working with new clients to ideate and implement use cases for our programmable banking products.

Channel Owner - Non-voice channels and omnichannel experience

Global Client Support Centre, Investec Private Bank
April 2018 - September 2021

As the owner of non-voice capability and omni-channel client engagement strategies within Investec's global Client Support Centre, I reported directly to the Head of Operations and was responsible for:

- Developing and implementing strategies for changes to non-verbal channels and the interconnectivity of all client engagement channels
- Introducing live chat on digital platforms for private banking clients
- Reducing the number of emails received by the global support center and the cost of servicing email requests
- Centralizing and streamlining internal communication, including the digital transformation of internal learning, prior to the Covid outbreak
- Implementing a knowledge management framework for internal learning teams
- Implementing and maintaining a social media listening and engagement platform for the Investec group.

Prof. Courses

Certified Scrum Product Owner

Scrum Alliance
Completed March 2023

UX Masterclass

The Bakery
February 2020

Global Emerging Leaders

Naspers in connection with
Krauthammer
March 2018

Certified Scrum Master (CSM)

Scrum Alliance
Completed May 2017

Managing for Results

Gordon's Institute of Business
Science
July 2015

Content and Community

Management Masterclass
Cerebra
June 2014

Individual development journey

Investec Private Bank
March 2014

Awards

Pencil award (Top of class)

Pretoria Campus, Vega School of Brand
Leadership
2016

Service Award for Contribution

Chungcheongnamdo Office of Education
2012

Teacher of the year

Cheonan Office of Education
2011

Bronze Medal – The 3rd Native

English Teacher's Teaching

Presentation Contest

Chungcheongnamdo Office of Education
2011

Head Boy

Lytelton Manor High School
2005

Operations Manager

Customer Retention, Showmax Africa
May 2016 - March 2018

As an operations manager with thirty reports in the Customer Retention department at Showmax in South Africa, my responsibilities included:

- Improving efficiency through structural improvements
- Driving growth of acquired customers in Kenya through partner training and management with Safaricom call center and instore
- Managing local partners (Vodacom, Telkom, Tutuka etc) to effectively escalate issues and provide training for campaign management
- engagement measurement (NPS and CSAT) integrations
- Increasing business efficiency through the implementation of a voice of the client report
- Reducing recruitment turnaround through the outsourced resource management process with Bytes People Solutions.

Founding Team Leader

Customer Care, Showmax
August 2015 – May 2016

Founding member of the customer care team in a streaming video startup.

- Recruit new team across all customer care channels
- Increase in client experience and service efficiency through implementation Oracle Service Cloud
- Customer care strategy, including client experience measurements
- Relationship building with partners and implementation of escalation processes (according to ITIL best practice)
- Reporting of client feedback to product owners and developers

Team Leader

Digital Customer Care, DStv Digital Media
September 2014 – August 2015

Community and digital brand manager

Private Bank Marketing, Investec Private Bank
September 2013 – September 2014

Written communication specialist

UK Private Banking, Investec plc
August 2012 – September 2013

Outbound banking service consultant

UK Private Banking, Investec plc
March 2012 – August 2012

Internship English Program in Chungnam (IEPIC) Teacher

Chungnam Office of Education, South Korea
February 2011 – March 2012

FICA consultant

Client Information Management, Investec Private Banking
August 2010 – February 2011

After-hours service consultant

Investec Bank plc - UK Treasury, Sandton
August 2009 – August 2010

References

Anna Vaulina

Co-Founder at Growththink Marketing
+27829034521

Jeanette van der Merwe

Multiple business owner
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Nicolas Callegari

Client experience manager
Kinga consulting
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