



## **FRANK EARL**

Johannesburg. South Africa

Mobile: +27 [0] 81 2804755

Email: earlfrank690@gmail.com

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### **PERSONAL PROFILE**

Frank is a person of colour, a driven professional with comprehensive experience developing relationships with customers and providing sustainable solutions and customer service. I can conceptualize, develop and implement methodologies and tools to analyse and restructure business operations, and to implement cost-saving measures. Proven problem solving and analytical thinking skills, a fast learning curve and ability to adapt to evolving industry trends. A dedicated professional with the drive and skills -set to excel in a fast-paced leadership role enhancing a company's ability to provide excellent service to its customers. I offer a balance between a collaborative leadership style and proficiency to lead in a professional and intelligent manner.

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### **EDUCATIONAL QUALIFICATIONS**

- ◆ Post Graduate Diploma in Management- Wits University
- ◆ Degree in Human Resource Management - Southern Business School
- ◆ Advanced Programme in Organisational Development - University of South Africa
- ◆ Management Development Programme - Pretoria University
- ◆ Level 3 English teaching certificate

### **BUSINESS SKILLS**

- ◆ Planning and project
- ◆ Payment management and supply chain management
- ◆ Customer care and communications

- ♦ Contract and vendor management
- ♦ Organisational performance optimization
- ♦ Monitoring and Evaluation
- ♦ Financial administration
- ♦ Business process mapping and improvement
- ♦ Advanced Visio professional

### **LANGUAGE PROFICIENCY**

- ♦ English / Zulu / Xhosa / Afrikaans

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### **CAREER HIGHLIGHTS**

- ♦ Achieved a positive audit on Grants and Administration performance during the 2012/2013 financial year.
- ♦ Managed the registration of over 21 million beneficiaries and recipients from 1 June 2012 to September 2014 which included capturing over 200 million fingerprints.
- ♦ Project managed in partnership with the CSIR and the Department of Home affairs the analysis and assessment of the fingerprint records.
- ♦ Saved the agency over R3 billion in fraudulent grants and facilitated the cancellation of over 850 000 fraudulent child and adult grants.
- ♦ By invitation of the ILO and ISSA presented the SASSA Biometric Payment Solution and participated in interactive workshops to several countries which include; Kyrgyzstan, Seychelles, Morocco, Kenya, China and Namibia.
- ♦ Received an award on behalf of SASSA from International Social Security Association (ISSA) on SASSA biometric payment solution in Morocco in 2015.
- ♦ Lead a project working with Financial Services Board Treasury, Insurance Industry and the Micro Lending Industry on managing microloans, short term insurance deductions on social assistance payments.
- ♦ Managed and approved applications for the SASSA payroll managed by the payment contractor which facilitates deductions for funeral insurance to the tune of over R70 million per month.
- ♦ Project managed a study in partnership with the CSIR (Council for Scientific and Industrial research on a feasibility study for a solution for SASSA grant distribution and payment system.

### **WORK EXPERIENCE**

**Director: Beauty and Home in a Box**

**Period: August 2017 to Present**

- ♦ Monitoring of financial risk and instituting risk management processes
- ♦ Manage daily banking and reconciliations.
- ♦ Prepare financial reports.
- ♦ Make payment of suppliers and invoicing customers
- ♦ Managing and recording petty cash.
- ♦ Ensure creditors and debtors are captured on the system.
- ♦ Ensure the upkeep of asset registry and stock register. Compiling and manage budgets, cash flow control, and the alignment expenditure to cash flow projection
- ♦ Procurement of goods from suppliers, GRV of invoices, sourcing quotes from suppliers, stock control.
- ♦ Identifying new products and negotiation of prices and quantity.
- ♦ Meet with customers to discuss and identify their needs.
- ♦ Act as the link between the client and the company.
- ♦ Monitor the effectiveness of marketing campaigns.
- ♦ Consolidate and compile monthly client marketing and insight reports
- ♦ Ensure products and services are delivered to the customer.
- ♦ Plan and implement promotional events.
- ♦ Ensure all general administrative tasks are completed in agreed time frames.

**Head of New Business Development Extra Cargo Logistics,****Period: January 2017 to August 2017**

- ♦ Developed a growth strategy focussed on financial gain and customer satisfaction.
- ♦ Conducted research to identify new markets and customer needs.
- ♦ Arranged business meetings with prospective clients.
- ♦ Promoted company's products / services addressing and predicting client's objectives.
- ♦ Prepared sales contracts with suppliers and customers.
- ♦ Provided trustworthy feedback and after sales support.
- ♦ Building long term relationships with new and existing clients.

**Executive Director: South African Social Security Agency |****Period: February 2012 September 2015**

- ♦ Managed the operations of the R90 billion Social assistance transfers budget and the R160 million Social relief of distress (SRD)
- ♦ Established and maintained systems for measuring aspects of operational management and development, including grant administration databases, administrative costs database, expenditure summaries and payment administration schedules and reports.
- ♦ Performed the sign-off of Social Assistance and administrative costs, checking and verifying compliance to Service level agreements and contractor reconciliation information.
- ♦ Administered tender procurement processes in accordance with generally recognized financial practices to ensure the achievement of strategic organizational objectives.
- ♦ Developed and implemented a system to manage deductions on social grants for short term insurance, funeral benefits and micro loans.

- ♦ Provided the strategic guidance and operations leadership for grants administration and customer care, including payment management and communications.
- ♦ Managed the Call Centre (thirty-five seats) and the Customer Care department which facilitated outreach programmes.

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**Director: Department of Social Development**

**Period: January 2010 February to February 2012|**

- Managed the pre-adjudication of appeals.
- Managed the department's finances and resources.
- Provided strategic Leadership and operational planning.
- Managed the operations of the department including customer Care and training on policies and procedures.

**Operations manager: South African Social Security Agency**

**Period: March 2007 to January 2010**

- ♦ Managed operations and centralised document management centre.
- ♦ Managed the reviews project of all active grant beneficiaries.
- ♦ Managed the unit cost centre budget.
- ♦ People development and training on policies and procedures.
- ♦ Developed policies and procedures for the unit I managed.
- ♦ Lead and participated in community outreach programmes.
- ♦ Resolved queries and complaints.

**Assistant manager: Business Process Engineering: Department of Social Development,**

**Period: July 2004 to February 2007**

Key responsibilities were project management, Policy development, Training and development, Monitoring and evaluation of the program, Benchmarking, Implementation of policies and procedures. Provincial support to regional offices.

**FORMER EMPLOYMENT SYNOPSIS**

**Supervisor: Gauteng Department of Social Development**

Period: 1996 to June 2004

Post: Operations supervisor for social assistance benefits

**Admin clerk: Kwa Zulu Natal Housing Administration**

Period: January 1990 to January 1995

Role: Property management clerk