



FIDEL MARIO GEISEB

BUSINESS DEVELOPMENT OFFICER

+264 81 370 9427

www.fidelmariogeiseb.com

fmgeiseb@gmial.com

P.O Box 556, Otjiwarongo

Professional Summary

Client focused: anticipates and understands the needs of external and internal clients, builds enduring and mutually rewarding relationships and is committed to service excellence.

Professional Experience



BUSINESS DEVELOPMENT OFFICER

FNB WESBANK COMMERCIAL

2022-03-16 - to date

- ✔ Prepares and submits credit applications for evaluation and/or approval.
- ✔ To provide a financial service and acquire new business by supporting and calling on dealers, commercial banks and branches.
- ✔ Engage with Wesbank customers to understand their unique requirements, drive value optimization and advise best options for Wesbank product integration.
- ✔ Manage the growth of active Wesbank customers
- ✔ Designs multiple cross-selling campaigns and business opportunities exceeding targets within defined territory and increasing revenue.



BUSINESS RELATIONSHIP ANALYST

FNB

2020-02-05 – 2022-03-15

- ✔ To grow and retain client relationships as per allocated segment/sector portfolio (e.g., Commercial, Agribusiness & SME).
- ✔ Prepares and submits credit applications for evaluation and/or approval
- ✔ Reports on allocated segment portfolio performance against targets, sales, service, financial performance, compliance, credit, risk, etc.
- ✔ Analyses, identify and recommends adaption of operational procedures to minimize risk.
- ✔ Executes tactical plans to ensure customer retention and service delivery to customers as per allocated portfolio.
- ✔ Raises, manages and follows up on queries to ensure the customer is provided constant feedback and that queries are resolved within agreed SLAs.
- ✔ Performs a proactive liaison role, at appropriate levels, between relevant stakeholders (e.g., Credit, Operational Shared Services, product specialists and other relevant business partners), to ensure customer service expectations are fully met.



TRAINER MANAGER

FNB

2017-11-24 - 2020-02-04

- ✔ Translate strategies into actionable goals and execute relevant projects / initiatives aligned to strategic objectives with specific performance measures and control systems to track progress.
- ✔ Develop a service culture which builds rewarding relationships, proposes innovations and allows others to provide exceptional client service.
- ✔ Manage the development and implementation of the People Strategy and operational objectives.
- ✔ Drive significant growth and profitability in the context of cost management
- ✔ Maintaining high level client engagement and networking relationships
- ✔ Drives efficiency and quality improvements in processes and systems to positively impact client experience and performance.



BUSINESS BANKER
STANDARD BANK
2017/09/01 - 2017-11-23

- ✔ Manage relationships in the Business Banking Segment, grow new business by proactively sourcing for business
- ✔ Selling value-adding financial solutions from a range of standard and/or customized product offerings.
- ✔ Effective management of credit risk.
- ✔ Providing Superior client service and enhancing the bank's relationship banking concept.



SME BANKER
NEDBANK
2016-09-01 - 2017-08-30

- ✔ Prepares and submits credit applications for evaluation and/or approval by credit.
- ✔ Reports on allocated segment portfolio performance against targets, sales, service, financial performance, compliance, credit, risk, etc.
- ✔ To grow and retain client relationships as per allocated SME segment portfolio of the Bank.
- ✔ To execute on the segment offering, related toolbox(es), initiatives and activities aimed at optimizing both client experience and profitability for the bank.



PERSONAL BANKER
NEDBANK
2015/04/15 - 2016-08-30

- ✔ Attract, Retain & Grow Portfolio
- ✔ Pro-actively identify cross-sell opportunities within own portfolio of customers to maximize life cycle opportunities. Be guided by the segment value proposition and sales targets as to what the priority products are both from a bank and customer perspective.
- ✔ Pro-actively promote a relationship-based offering through operating as a dedicated and primary point of contact for the customer and providing financial solutions which meet the customer expectations in accordance with the customer value proposition
- ✔ Compliance with regulatory requirements.



CUSTOMER CONSULTANT
STANDARD BANK
2013/03/01 - 2015-03-30

- Contributed to the growth and profitability of the branch lending and funding portfolios by effectively processing lending applications and providing quality customer service. Developed and capitalized on opportunities to promote the bank's products.
- ✔ Interviewed all new customers and identified financial needs.
 - ✔ Advise on appropriate products to meet individual needs, including opening new personal cheques, savings, investment, insurance, and loan accounts; Transfers of accounts; Amendments to accounts; and closings of accounts.
 - ✔ Advised and referred client leads for further appropriate financial services within group.
 - ✔ Updated customer information
 - ✔ Foreign exchange transfers
 - ✔ Tele sales



MULTI-SKILLED
STANDARD BANK
2013

- ✔ Teller
- ✔ Enquires service official
- ✔ Floor walking – direct customer to correct stations to avoid service failure and enhance customer experience.
- ✔ Order, Receive, File & issuance of Cheque books
- ✔ Filing and mailing of Bank Statements
- ✔ Issuing of Bank Guarantee cheques
- ✔ Escalate service queries to support units
- ✔ Enquires relief official



KYC TEMP
STANDARD BANK
06/12/2010 – 31/05/ 2011

- ✔ Customer information update as per Bank of Namibia requirements (project)



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Education



Certificate In Public Sector Management

Namibia Institute of Public Administration & Management

Graduated: 2024

NQF: Level 7



Bachelors of Commerce Accounting

Regent Business School

Undergraduate : 2024

NQF: Level 7



Certificate of Finance Risk Management

University Of Namibia

Completed in 2021

NQF Level 6

Skills

- ✔ Financial Risk Management
- ✔ Risk Assessment & Mitigation
- ✔ Regulatory Compliance
- ✔ Strategic Decision-Making

- ✔ Financial Reporting & Analysis
- ✔ Auditing & Compliance
- ✔ Taxation & Regulatory Standards
- ✔ Management Accounting
- ✔ Budgeting & Financial Planning

- ✔ Risk Assessment & Mitigation
- ✔ Financial Instruments & Hedging Strategies
- ✔ Regulatory Compliance & Governance
- ✔ Investment & Market Risk Management
- ✔ Strategic Decision-Making

Development Programs

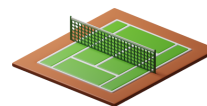
- ✔ Leadership development program (FNB)
- ✔ Branch Mangers development program
- ✔ Business Credit development program
- ✔ Consumer credit development program
- ✔ Analytic System (Mental models)
- ✔ Collateral, Performance bonds and Guarantees

Activities



Language Proficiency

- ✔ English - Proficient
- ✔ Afrikaans - Proficient
- ✔ Khoekhoegowab - Proficient



References

Hendrik Van Wyk

Acting Regional Manager

Northern Cluster

Standard Bank

081 2846640

Rodney Amulungu

Business Development

Manager

First National Bank

081 255 5099

Nelson Simosiku

Head SME

Nedbank

+264 81 246 3412

Rodney Coetzee

Head SME

Standard Bank

+264 81 326 1044

Lionel Katjitundu

HRBP FNB

+264 81 426 7348

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