

## DETAILS

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## QUALIFICATIONS

### **Certified Scrum Master (CSM)**

Scrum Alliance

Completed May 2017

### **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

## COURSES

### **Global Emerging Leaders**

Naspers in connection with

Krauthammer

March 2018

### **Managing for Results**

Gordon's Institute of Business

Science

July 2015

### **Content and Community**

Management Masterclass

Cerebra

June 2014

### **Developing Team Leaders**

Investec Private Bank

March 2014

## EXPERIENCE

### **Capability lead - Connected client experience**

Global Client Support Centre, Investec Private Bank

April 2018 - ongoing

Building non-voice capability and strategy within Investec Global Client Support Centre

Implementation of secure messaging for private clients

Research into future trends in client experience industry

Building of digital client engagement and omni-channel strategy

### **Operations Manager**

Customer Care, Showmax (Naspers)

May 2016 - March 2018

Follow on role from Team Leader position

Operations manager role within an omni-channel customer service environment with thirty reports.

Focus on client engagement measurement (NPS and CSAT)

### **Team Leader**

Customer Care, Showmax (Naspers)

August 2015 – May 2016

Founding member of the customer care team in Showmax, a streaming video on demand startup.

Recruit new team across all customer care channels

Implementation technology and customer strategy

### **Team Leader**

Digital Customer Care, DStv Digital Media

September 2014 – August 2015

Team leader role, with six direct reports, implementing and

managing live chat platform and servicing across various

Multichoice streaming platforms, most notably the DStv Now App.

### **Community and digital brand manager**

Private Bank Marketing, Investec Private Bank

September 2013 – September 2014

Consultant position monitoring of client interaction on online communities from a service perspective, creating social content and social analytics

### **Written communication specialist**

UK Private Banking, Investec plc

August 2013 – September 2014

Consultant role specialising in servicing client queries and enhancing client experience through written communication channels

## 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

## PUBLICATIONS

### **Club hockey in SA research paper**

Watch Hockey  
March 2017

### **Leveraging customer service to build brand equity**

Vega School of Brand Leadership  
July 2015

### **Effective teacher materials**

SEPIC Orientation Handbook,  
February 2012

### **A happy teacher is a good teacher**

IEPIC Orientation Handbook,  
September 2011

## TRAINING

### **Lecturer at IEPIC Orientation**

Chungnam Office of Education  
September 2011

### **Lecturer at SEPIC Orientation**

Chungnam Office of Education  
September 2011

### **Outbound banking service consultant**

UK Private Banking, Investec plc  
March 2012 – August 2012

Consultant role to telephonically service outbound account queries for UK clients from outsourced office in South Africa

### **Internship English Program in Chungnam (IEPIC) Teacher**

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

English teaching role at two Elementary schools in Cheonan, South Korea.

### **FICA consultant**

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

Client facing role to update and maintain private banking accounts so as to comply with FICA regulations

### **After-hours service consultant**

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

Consultant role performing basic service, sales and online banking roles for UK treasury clients outside regular operating hours

## SIDE PROJECTS

### **Backup speaker**

Customer Experience Management Africa Summit  
2019

### **Web design and social media**

Freelance  
2016 - ongoing

### **Editor and researcher**

Watch Hockey research platform  
2015 - ongoing

### **Digital consultant**

Old Albanians Hockey club  
2015 - 2017