



Candidate Profile



Bibi Tilly
Executive, Collections Call Centre
African Bank



Academic Credentials

Bibi Tilly completed a Diploma in Child Day Care and Management at Intec in 1992. In 1997 she completed her Management Advancement Programme (MAP) Diploma through her employer at the time, EDCON. This course included Project Management, Communication, Strategic Planning, Budget Setting and Control, Tactics for Leaders, Credit Training Excellence, and Credit Control. Bibi has subsequently completed numerous related short courses.

Current Work Description

As a Call Centre Executive in the Collections Division at African Bank, Bibi's main responsibility is to strategically manage the Collections Call Centre, in terms of both operations and the optimisation of collections, within the Bank's overall strategy. She is accountable for the provision of input for annual and monthly budgets and for budget and cost control. Her portfolio includes the management of people, the attainment of Employment Equity targets, developing and managing initiatives to improve or enhance competency levels and skills within the Collection Call Centre and the management of the equitable remuneration of staff.

Business Credentials and Skills

As an agent, working her way to the top echelons of Management, Bibi gained hands-on experience in all aspects of the Call Centre environment. She was a

key player in the planning and setting up of the Call Centres at African Bank and has thorough knowledge of Call Centre operations, technology, processes and the employment of staff. Bibi currently manages a 150-seater Call Centre which is occupied by 250 staff members. She has the disposition, knowledge and experience to relate to and communicate with divergent personalities and the foresight to detect and resolve potential conflict situations before they impact negatively. She has an outstanding rapport with stakeholders, service providers and staff which ensures that she functions efficiently in all areas of influence.

Personal and Professional Learning Objectives

Bibi's objectives through this programme are to:

- Acquire the knowledge and skills that will enable her to move to Senior Management level, and
- Acquire a high calibre formal qualification.

Personal Information

Bibi Tilly has been married to Zunaid (Deputy Principal), for 25 years. They have two sons, aged 24 and 19. The eldest is married to a Chartered Accountant and is studying for his board exams in Accounting. The youngest is doing his first year BCom. Her family is very supportive and proud of her endeavours at work.