

PROFILE OF BEVERLEY DICKSON



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[Beverley Dickson \(Executive MBA\) | LinkedIn](#)



Beverley Dickson is an independent consultant and founder of **Sureperformance Consulting**. With over 36 years in the financial services industry, she has extensive experience and knowledge in operational excellence, change management, customer service, call centres, claims, loss adjusting and leadership in the financial services and telecommunications industries.

She has held several senior management positions at **Telesure Investment Holdings**; Group General Manager Learning & Development (2 years), General Manager Claims & Loss Adjusting (6 Years), Group General Manager Retentions and Collections (2 Years), Regional Manager (7 years). Her experience includes Senior Manager Underwriting Operations (Chief of Staff) at Old Mutual Insure.

Beverley holds an Executive MBA from the University of Reading | Henley Business School, a Post Graduate Diploma in Management Practice from Henley Business School and is currently busy with her Green Belt in Lean Six Sigma.

She led a project to improve the sales of device insurance at MTN as a management consultant at SuperLead Advisory, which resulted in a 100 percent increase in sales for the client. Her recent projects included supporting Collections (MTN), Direct Sales (Old Mutual), and serving as the lead consultant at SuperLead Advisory to assist MTN SA's Customer Service and Operations Division. The project prioritized call reduction, language strategy, quality assurance, and best practices for customer experience (CX).

CORE SKILLS

- **Process re-engineering**
 - Identifying and implementing systems and processes that optimize operational excellence, customer service and continuous improvement.
- **Call Centre's.**
- **Strategy Implementation.**
- **Stakeholder management and relationships**
- **Management & leadership**
 - Development, and mentoring of young leaders to help them improve their leadership and management abilities.
 - Building high performance teams.
 - Succession planning.
- **CX (Customer experience)**
 - Understanding the Voice of the Customer (VOC) and implementing best practices
- **Training and facilitation**
- **Operational excellence**
- **Continuous improvement**
- **Claims and loss adjusting**
- **Coaching and mentoring**
- **Learnerships and graduate programmes**
- **Quality assurance**

CLIENTS

OLD MUTUAL INSURE



IWYZE



MANAGEMENT CONSULTANT ON FOLLOWING CLIENTS:



PROFESSIONAL ACHIEVEMENTS

- Played an integral role in the design, development, and implementation of an innovative digital risk surveying tool in Old Mutual Insure for commercial and agricultural insurance (Old Mutual Insure, 2020).
- Introduced a formal **mentoring and coaching** program in Old Mutual Insure (Old Mutual Insure, 2019).
- Developed and implemented the **Learning and Development strategy** for the Telesure Group (Telesure Investment Holdings, 2017).
- Established an **unemployed Learnership Claims Academy** achieving a 98% completion rate and 100% employment rate of all learners (12-month program) (Telesure Investment Holdings 2017)
- Successfully lead, **stabilised and improved results of one of the largest Claims functions** in the Telesure Group. (Telesure Investment Holdings, 2015).
- Implemented a strategy to enhance the results of the Retentions and Collections function for the Telesure Group, resulting in an improved lapse ratio and an annual reduction of 22 930 policy cancellations (Telesure Investment Holdings, 2013)
- Selected and participated, as team leader of my syndicate group, in the Leaders of the Future program for senior management. Our business case was nominated and approved for a proof of concept to **improve new business cancellations** for Budget Insurance (Telesure Investment Holdings, 2014).
- Selected to **enhance the financial results of the Johannesburg claims region**, resulting in a R50 million improvement in one year (Telesure Investment Holdings, 2009).
- **Developed future leaders** in the capacity as a qualified as Business/Life Coach (according to International Coach Federation (ICF) standards) – three Business Managers under my leadership and mentorship were promoted to General Manager Positions and various Team Managers were appointed in Business Manager positions (Telesure Investment Holdings, 2008-2012).
- Lead a fully functioning operational region including Services, Retentions, Claims, Loss Adjusting, Motor Assessing and HR functions. (Telesure Investment Holdings, 2001).

References are available on request and please feel free to have a look at my LinkedIn profile for a detailed CV and testimonials.

