



CAPE CHAMBER

OF COMMERCE & INDUSTRY

Speaker profile:

Name: Melanie de Swardt

Company: Biz Facility

Abbreviated bio:

Before Melanie joined BizFacility, she was employed by Shell SA Energy (Pty) Ltd for 20 years. During this time, she held various roles including Customer Care Professional, Discount & Rebate Specialist, Credit Business Analyst and finally Debt Collection Supervisor. In this role, which spanned 5 years, she headed a team of 8 debt collection analysts who successfully collected a monthly total in excess of R3.5billion. With tried and tested experience with all types of clients from small single-owned businesses to large corporate companies she shares her extensive knowledge of how debt collection can be successfully approached and managed.