LEBOHANG PATRICIA MNDEBELE

14004 Mphosi Street, Daveyton, 1520 - Gauteng, South Africa | 069 929 0775 | lpma8004@gmail.com

Professional Summary

Legal & Quality Assurance Professional Customer Experience Specialist
Experienced professional with strengths in legal administration, quality assurance, customer service and compliance. Strong communicator, fast learner and solutions-driven contributor.

CORE COMPETENCIES

- Quality Assurance
- Customer Experience
- Legal Recoveries
- Compliance Monitoring
- Conflict Resolution
- Performance Coaching
- Reporting & Analysis
- Microsoft Office

TRAINING & CERTIFICATIONS

- TEFL – Teacher Record, 2023
- Business Management Certificate – FCW, 2019
- Microsoft Beginners Certificate – FCW, 2019
- Amadeus Management Services, 2011
- Dangerous Goods Awareness, 2008

LANGUAGES

English
Afrikaans
Sesotho
isiZulu
isiXhosa

PROFESSIONAL EXPERIENCE

Legal Quality Assurance Administrator

Bham & Dahya Attorneys | Feb 2025 – Apr 2025

Monitored client calls for quality and compliance.

Delivered coaching to improve performance.

Generated reports for training and development.

Standardized scorecards across QA teams.

Legal & Recoveries Consultant

Hammond Pole Attorneys | Dec 2017 – Oct 2024

Managed inbound legal queries and accounts.

Ensured confidentiality and compliance.

Trained new staff on call standards.

Achieved consistently high quality scores.

Operations Admin Clerk

Fastway Couriers | Nov 2014 – Mar 2017

Maintained inventory and delivery records.

Resolved stock and order discrepancies.

Processed dispatch documentation.

Operations Flight Controller

South African Airways | Nov 2010 – Feb 2013

Coordinated daily flight operations.

Trained and supervised service agents.

Conducted performance analysis.

Improved customer satisfaction levels.

EDUCATION

National Senior Certificate – Boksburg College (2002

Subjects: Sesotho, English, Afrikaans, Mathematics, Electro-technology, Engineering Science, Industrial Electronics

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REFERENCES

1. Mr K Stem – Former Supervisor | 068 283 8289

2. Ms Thembi Maseko – Former Supervisor | 074 178 5747

3. Ms Selogadi Mphahlele – Former Team Leader | 071 222 5412