MPHO K. L. MOLEWA

MPHO KGAUGELO LUSCIOUS MOLEWA
Protea Glen Ext 26, Gauteng 1818
Phone: 078 368 6914
Email: molewamp@gmail.com

PROFESSIONAL SUMMARY

Dedicated and customer-focused banking professional with over 8 years of experience in transactional banking, customer service, digital banking support, and call centre operations within the financial services industry. Skilled in client relationship management, complaint resolution, banking operations, compliance, and customer retention strategies. Strong communication and interpersonal skills with the ability to manage high-volume customer interactions while maintaining service excellence.

CORE COMPETENCIES

Customer Service Excellence
Transactional Banking
Digital Banking Support
Client Relationship Management
Banking Compliance & Quality Assurance
Complaint Resolution
Cross-Selling & Customer Retention
Sales Support & Referrals
Financial Product Knowledge
Call Centre Operations
Risk Awareness & Problem Solving
Communication Skills
Team Collaboration
Time Management
Administrative Support

PROFESSIONAL EXPERIENCE

Standard Bank

Transactional Banker
June 2016 – June 2022
Delivered high-quality customer service across a wide range of banking Products and services.
Assisted customers with account inquiries, banking transactions, and digital banking solutions.
Maintained compliance with banking regulations, quality assurance standards, and internal procedures.

Identified customer needs and recommended appropriate banking products and services.
Supported customer retention through professional relationship management and proactive engagement.
Assisted customers in transitioning to digital banking platforms and Self-service solutions.
Collaborated with internal departments and specialists to resolve customer issues efficiently.
Participated in sales and referral initiatives to support branch and team performance goals.
Managed customer concerns professionally while ensuring positive customer experiences.
Maintained updated knowledge of banking products, services, and Operational procedures.

Call Centre Agent

December 2014 – June 2016
Handled inbound customer calls and responded to banking-related Inquiries in a fast-paced environment.
Resolved customer complaints and escalated complex issues to the Relevant departments when necessary.
Provided accurate product and service information to customers.
Maintained detailed call logs and customer interaction records.
Achieved performance targets and adhered to call centre quality standards.
Followed up with customers to ensure issue resolution and customer satisfaction.
Demonstrated strong communication and problem-solving skills during Customer interactions.
Assisted customers with account-related concerns and service requests Efficiently.

EDUCATION

Certificate in Banking

BANKSETA / Cornerstone

FAIS / RE5 Certification

Moonstone Business School of Excellence

National Diploma in Human Resource Management

Vaal University of Technology

TECHNICAL & PROFESSIONAL SKILLS

Consumer Banking
Customer Transactions
CRM & Customer Support
Sales & Referral Generation

Banking Systems
Administrative Coordination
Customer Retention Strategies
Verbal & Written Communication
Teamwork & Collaboration
Microsoft Office

LANGUAGES

English — Fluent
Setswana — Conversational

REFERENCES

Available upon request.