KEATLEGILE MASEPHALO BUSAKWE

Email**:** keatlegilemasephalo14@gmail.com Phone: 0730858552

PROFESSIONAL SUMMARY

An adaptable and responsible professional with strong analytical capabilities and ability to manage time effectively. I am goal-oriented, detail-focused, and committed to delivering high-quality results. I seek to contribute my skills and knowledge to a reputable organization while enhancing professionally.

SKILLS AND CORE COMPETENCIES

Client service |Product Knowledge |Problem solving skills | Solution oriented | Listener | Computer skill Written and verbal communication| Independence| Multitasking| Rule following| Goal Oriented

WORK EXPERIENCE

Customer Care Advisor, Diaspora Insurance Consultants **April 2024- May 2025**

Responsibilities:

- Achieved customer retention targets
- Tracked sales and payments by clients and immediately allocated premiums to respective clients.
- Provided advice and guidance to customers in the correct selection of products and services.
- Managed customer complaints in a professional manner
- Advised clients on payment terms and payment arrangements.
- Provided quotations and processed applications online.
- Assisted in the compilation of weekly or monthly customer service reports.
- Ensured that collections from the various collection channels, inter alia direct debit, EAZIPAY, BLUESNAP, Bank transfers and alternative channels information are updated, and collections are on per agreed dates.
- Managed customer claims through email and call.

System used: Bitrix and Z.list

Debtors and Creditors Clerk, Dolce Bakery **Jan 2023-Feb 2024**

Responsibilities:

- Invoiced customers
- Prepared sales statements and processed daily receipts.
- Captured data on various schedules, production for deliveries for all the customers.
- Processed supplier invoices.
- Handled debtor queries and resolved them
- Monitored customer accounts for payment and made a follow-up for non-payment.
- Filed paperwork in a logical manner and ensured correct payment allocations.
- Collected outstanding payments from debtors.
- Emailed client monthly statements of account.
- Costed existing products in the bakery in order to track cost of making each product.

System used: Pastel Evolution, Quick books

Sep 2021-Oct 2022

Program Coordinator, Giving Wings Youth

Responsibilities:

- Performed general office administrative duties.
- Assisted with operations at training workshops and queries
- Compiled and updated operation procedures documents.
- Maintained spreadsheet for all training activities
- Assisted with social media communication.

July 2020-July 2021

Assistant Accountant, MM Accountants (Pty) Ltd (Volunteer)

Responsibilities:

- Managed SARS eFiling on behalf of clients and submitted returns.
- Allocated and processed payments and receivables to relevant accounts
- Assisted in preparing the financial statements and financial reports
- Compiled and analyzed monthly management accounts.
- Maintained company ledgers and daily financial transactions.
- Coordinated and managed payroll activities for clients.
- Supported in general office administration.

EDUCATION

2018-2021

Tshwane University of Technology
National Diploma in Finance and Accounting (Public)

Major subjects:
Financial Accounting, Auditing, Public Finance

National School of Government **2025**
Certificate: Introduction to Financial Management and Budgeting

Olievenhoutbosch secondary school **2013-2017**
National Senior Certificate

Subjects: Sepedi, English, Mathematics, Accounting, Economics, Business Studies, Life Orientation.

ADDITIONAL ACTIVITIES

3 Days

Tshwane University of Technology Work Readiness Workshop

REFERENCES

Reference available on request