PRUDANCE AYANDA MALATJIE
D.O.B: 19/08/1987
3440 Oakmoor Ext 7
Tembisa, 1632
073 503 1221/ 072 647 0771
prudanceayanda@gmail.com

OBJECTIVES

Detailed-orientated and self-motivated professional armed with hands-on experience in customer services. A dedicated individual who is always keen to learn and possess quick adjustment to new environment.

EXPERIENCE

TRUWORTH **16 MARCH 2015 - 24 APRIL 2017**
SALES CONSULTANT (CASHIER)
Capturing client information and opening new accounts for customers
Assisting customers with queries relating to accounts and services
Answering calls and communicating effectively
Scanning, counting, receiving and transferring stock
Stock taking and keeping records of transactions
Issue receipts, refunds, and redeem vouchers
Counting float and handling cash transactions at POS and cash up at the end of the pay.

SERVEST
HR ADMIN ASSISTANT **02 MARCH 2020 – 27 NOVEMBER 2020**
Create and maintain filling system
Assist in submitting old mutual e-claims documents
Capturing employee's benefits information
Photocopying, scanning, prepping documents and loading on DOC-it system

BATHO BATSHO BAKOPANE INSURANCE BROKERS
RECEPTIONIST **01 FEBRUARY 2021 – 28 FEBRUARY 2022**
Maintaining the reception area
Answering multiple line phone system, manage calls by routing them to the proper extensions or taking messages and conveying them to the relevant person
Greeting clients, answering queries relating to their policies
Directing client/ visitors correctly to the appropriate destinations within the organization

INBOUND CALL CENTER AGENT **01 MARCH 2022 - 31 MAY 2023**
Receive, handle and resolve all incoming client queries and enquiries timeously in a professional manner with SLA
Verifying client details before giving out information regarding their policy benefits
Provide clients with relevant information and documentation as required in line with policy guidelines
Capture and update client information on relevant systems based on data received from the client
Maintain services level agreement to the contact center when responding to emails
Escalate client queries to the relevant departments
Provide on-the-job training for new employee

PREMIUM ADMINISTRATION OFFICER **01 JUNE 2023 - CURRENT**

Verifying and updating direct deposit information for individuals in the collections process
Reconciling direct deposit payments to ensure that all payments are properly recorded and allocated to the appropriate policy numbers.
Maintaining confidentiality of financial and personal information for clients in the collection
Setting up and managing debit order schedules for clients
Processing incoming debit orders and ensuring that they are properly applied to clients' policies
Processing Refunds using the Company's Financial system
Calculation and reconciliation of agents' commission
Providing excellent customer services to clients relating to their debit orders queries
Calculating weekly and monthly reversals
Re-allocating premiums for restart policies and incorrect month allocations
Providing support to the collections team as needed

EDUCATION

. Alfred Matshine commercial school
Grade 12 2004

. Humana people to people in south Africa
Community HIV/AIDS & Counselling 2009

. Tshwane city college
N4-N6 Human resources management 2014

. Ifundi skills development agency
NQF LEVEL 4 Business administration 2020

TRAINING AND WORKSHOP ATTENDED

. Customer service training
. POPI Act training

SKILLS

. Attention to detail, multitasking and prioritizing, active listening and problem-solving skills, computer skills and good interpersonal communication skills.

LANGUAGES

. Sepedi, English, Xitsonga and Isizulu

REFERENCES

NAMES	CONTACT DETAILS	RELATIONSHIP
Mr. Nicolas Machete	013 231 7324/ 082 801 3710	Truworths Store manager
Ms. Lebogang Phambane	083 377 4135	Former Servest HR Officer
Mr. Lerato Mthethwa	011 747 5400 / 072 102 8964	B3 Insurance brokers team leader

ADDITIONAL INFORMATION

. Driver's license: code B