

Mbali Smangele Manamela

1533 Corner Lightfish street & Leaffish street
Watervalspruit Ext 9
Alberton
1449

+27 67 805 0501

Mbalimanamela@gmail.com

Mbali@mukuru.com

Experience

10/2020–Present
Insurance Support Consultant (Funeral Cover) • Mukuru Africa
Responsibilities

01/2015–To date
Client Services Agent (Training) • Twasa (DHL Express)
Responsibilities

02/2014–07/2014
National Contact Center Agent/Logistics Controller • CR Solutions (UTi Sun Couriers)
Responsibilities

Current Job responsibilities

Mukuru Virtual Sales and Support Consultant - To assist customers who call the Mukuru contact center - Monitor and evaluate call monitoring and KYC (Know Your Customer) functions - Report and conduct investigation on risk and compliance issues - Manage own system by prioritizing calls - Accurately create tickets on the Zendesk for queries that must be escalated - Identify the customer's needs and either create an order or capture a ticket on the Zendesk - Ensure all information is accurately captured onto the system - To create money transfer orders on the system on behalf of the customers - To coordinate meetings for new account creations - Provide the new customer with all relevant information about the card and what is required to open an account - To assist new customers from the UK in creating accounts - To promote new and additional products to customers - To uphold the company brand -

To manage own professional and self-development.

Education:

Tersia King Learning Academy, Tembisa – Matric - 2006

- English
- Afrikaans
- Mathematics
- Biology
- Accounting
- Compu-Typing

Skills

Computer Skills
Telephonic skills
Excellent verbal and written communication skills
Organizational and administrative skills
Attention to detail
Problem solving (resolving customer queries)
Bilingual
FICA training
Flexibility
Team Player
Multi-tasking
Ability to work independently
Ability to work well in a team remotely
Willingness to learn
Time management skills
Conflict management skills

Knowledge:

3+ Years remote work experience
2+ year 2IC Experience
Understanding and speaking South African native languages
5+ years Customer service consultant experience
3+ years of money transfer procedures experience
3+ years of FICA regulations experience
3+ years Monthly compliance short courses at Mukuru
4+ years Valtari experience
2+ years Xcally experience
3+ years Zendesk experience (help desk software)
2+ year Digital Support experience
3+ year Value Added Services (VAS) experience
Strong verbal communication and presentation skills.
Excellent writing and editing skills with a keen eye for detail.

Creative thinker with the ability to generate innovative ideas.
Strong organizational skills and the ability to manage multiple projects simultaneously.
Team-oriented with excellent interpersonal skills.

Language:

English (Written & Spoken)
Zulu (Written & Spoken)
Sesotho (Written & Spoken)
Sepedi (Written and Spoken)
Setswana (Spoken)
Ndebele (Spoken)

References

Mukuru Shared Services
Nuckeelah Goliath
Insurance Operations Team Leader
065 380 1320

Mukuru Shared Services
Thabo Modibeli
Loans Virtual Team Leader
063 073 5457

Mukuru Shared Services
Fitcher Ntshele
Card/VAS Virtual Team Leader
081 719 7855

Motivational Letter

To whom it may concern.

I am currently working as Customer and Support Consultant at Mukuru Financial Services in Johannesburg, Alberton fully remote. In this position I am responsible for responding to customer queries in a timely and accurate way, via phone, email, or live chat. Responsible for identifying customer needs and helping customers fulfill those needs. Upsell all Mukuru related services. Over the past 3 years, I have gained ample experience in financial customer service. I was 2IC for my first TL. when the virtual space was created. I was assigned as 2IC for the Level 1 Insurance team, and I have learnt a lot from that role. I believe that with the right amount of support as well as training, I would do exceptionally in this role.

I would describe myself as someone driven, capable and ambitious when given an opportunity. I would like to put these characteristics to use within my growth journey, in your organization. My experience as Customer and Support Consultant currently in the Insurance space at Mukuru has provided me with the expertise to be able to make a valuable contribution to your organization.

I would like to further explain my motivation for this position during a personal meeting. You can reach me either by phone 067 805 0501 or via email at mbalimanamela@gmail.com alternatively mbali@mukuru.com.
Thank you for your consideration. I look forward to hearing from you.

Sincerely
Mbali Smangele Manamela