PERSONAL DETAILS

Name	Mbali Fortunate		
Surname	Khumalo	**EE Status**	African, Female
Nationality	South African	**Location**	6981 Booby Street,Crystal Park,Benoni(*Willing to relocate*)
Drivers License	Code 10		
Contact No.	+27 72 356 0576		
E-Mail	mbalifortunatekhumalo@yahoo.com		

Work Experience

Employer	Elev8 Fitness Club	**August 2023**
Position	Receptionist	**Permanent**
Duties	• Coordinating all administrative processes. • Managing queries and complaints via phone, email and general correspondence. • Report writing and capturing data as per request by the Management. • Arrange and serve refreshment during office visitations. • Resolving conflicts or other issues as they occur. • Perform general office duties includes photocopying, faxing, e-mailing and filling.	

Employer	Jahri Christian Academy	**February 2020 to July 2020**
Position	Admin Clerk	**Temporary**
Reason wanting to leave		**5 months**
Duties	• Coordinating all administrative processes. • Taking Minutes during meetings when required and distribute approved minutes to all relevant stakeholders. • Report writing and capturing data as per request by the Management. • Arrange and serve refreshment during office visitations. • To ensure that the offices, Meeting room Bathrooms and communal areas are clean and presentable. • Resolving conflicts or other issues as they occur. • Perform general office duties includes photocopying, faxing, e-mailing and filling.	

Employer	Standard Bank	**August 2014 to February 2020**
Position	Debt Review Administration Officer	**Permanent**
Reason for Termination		**5 years, 6 months**
Duties	• To evaluate the risk of the proposed repayments of account • Handle debt counsellor and customers' questions or complaints and queries. • Receiving calls from Debt Counsellors, Customers with regards to client that are under Debt review. • Escalating queries that are out of TAT, • Advise Debt counsellor when court order has been received to restructure accounts accordingly. • Monitoring and reviewing payments in accordance with the payment management strategy and handle payment related queries received from Debt Counsellors, payment Distribution Agents and Business Units and Customers. • Report when Avaya phone is not working properly & when calls are cutting while speaking to clients. • Advise clients of the process of exiting from debt review when requested. • Service all requests and queries/complaints received from customers and Debt Counsellors. • Making sure the Service Level Agreement is always maintained, etc. • Monitor and handle payment queries received from debt counsellor and customers.	

Employer	Esangweni Clinic	**February 2009 to March 2010**
Position	Administration Clerk	**Internship**
Reason for Termination		**1 year**
Duties	• Filing, archiving, and ensuring that all documents are readily accessible. • Preparation, processing, and distribution of documents such as memos, invoices, and reports. • Responding to emails, answer phone calls, and transfer calls to the relevant departments. • Inputting, updating, and maintaining information in the system. • Providing assistance to customers by handling inquiries and forwarding necessary information to relevant departments. • Update registers and statistics • Capture and update expenditure in component	

EDUCATION

School Name	Zitikeni Secondary School	**Gauteng**
Type of Qualification	National Senior Certificate	**(Completed)**
Tertiary Institution Name	Tshwane University of Technology	**Gauteng**
Type of Qualification	National Diploma	**(Incomplete)**

Skills and Attributes

Computer skills
Customer service skills
Research skills
Communications skills
Problem solving skills
Financial acumen
Interpersonal Skills

References

Miss Noluvo Malumla
Team Leader
Esangweni Clinic
Tel: 072 1043108

Mrs. Nthabiseng Dlamini
Team leader
Elev8 Fitness Club
Tell: 082 2140428

Mr. Gareth
Debt Review Manager
Standard Bank
Tel: 073 3270119

Mr. D Hlatshwayo
Teacher
Jahari Christian Academy
Tel: 079 5345139