Phillipa Kehauhetswe Makgakela

Miss

ABOUT

I lead ethically and encourage a positive and diverse corporate culture. Display high levels of resilience when changes occur and when receiving criticism. I am a fast learner and always give my all when performing my tasks and work diligently and exceeded performance targets.

EXPERIENCE

Sales Reception

May 2012 - Aug 2015

Standard Bank • 1311 Zeph Mothopeng Street, Hospital View, Tembisa

Acting as the “face” of the bank because i was the first point of contact for customers visiting the bank. Screens customers and direct them to the correct sales consultants or department. Ensures that all customers in the reception area are attended to. Ensures that customer complaints are brought to the attention of the relevant leader immediately. Keeping customers waiting to see consultants, properly engaged. Identifies migration opportunities and sells products/services reactively. Assisting customers to use the atm. Relived a consultant for maternity leave (4 months) and achieved significant improvements.

Team Leader Universal Cash

Aug 2015 - Apr 2024

Standard Bank • 1311 Zeph Mothopeng Street, Hospital View, Tembisa

• Daily Account Reconciliation: Ensure daily reconciliation of house accounts, investigate and resolve discrepancies within agreed Service Level Agreements (SLAs), and maintain accurate financial records. Utilize Power BI to analyze data and inform strategic decisions. Drive team alignment with business objectives and performance metrics. • Team Leadership: Lead a team of Cash Consultants in managing customer demand for cash-related services, identifying sales opportunities, and delivering exceptional customer experiences. Supervise productivity, service standards, and quality of work to ensure optimal performance. Foster a culture of professionalism and tidiness in the frontline area. • Risk Management and Compliance



CONTACT

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SKILLS

- Leaders
- People management
- Customer Service

CERTIFICATIONS

RE 05
Moonstone
Nov 2017

EDUCATION

Certificate in Accounting Skills
Tshwane University of Technology
Nov 2004

Higher Certificate in Banking
University of South Africa
May 2021

BCom: Generic
Regent Business School
2024