# Mhloni Innocent Sibiya



## Personal details


Mhloni Innocent Sibiya

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Male

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## Skills

- Customer Services
- Problem-Solving
- Detail Oriented
- Negotiation and Dispute Resolution
- Policy Development Implementation
- Ethics
- Professionalism & Integrity
- Leadership
- Time and Customer Relationship Management
- Decision-Making
- Strong Communication

## Profile

Dependable and highly skilled and results-oriented individual with experience in customer service, debt collection, admin and credit control, Ensuring timely collections effective customer first time resolution. Seeking to deliver excellence in your company.

## Education

**Higher Certificate in Law** **2018 - 2019**
University of South Africa (UNISA)

**Diploma in Paralegal** **2015 - 2017**
Intec College

**Senior Certificate (Matric)** **2001 - Dec 2005**
Khanyanjalo Secondary School

## Employment

**Deputy Presiding Officer** **Feb 2024 - Feb 2024**
IEC (Electoral Commission of South Africa), Kempton Park Civic Centre, 19 Bosemboa Ave.
Managed the section 24A application voter's roll. Trained voting officers assigned to the voting station, Maintained and completed the attendance register, managing the voting officer replacement process and contracts, regular reporting on a voting station statics and completing the election diary. Assisted the Presiding Officer in performing his/her duties.

**Pre-Legal Credit Controller** **Jul 2021 - Present**
Netstar, 400 16th Road, Randnjespark
Monitor the status of the allocated debtor's book daily, Prevent the allocated book from aging and take corrective action where required, Achieve and exceed monthly targets set with regards to aging and cash to be collected, Ensure cash collections on or before due date, Ensure that credit notes, journals and EFTs are correct before submitting to Supervisor for approval, Ensure that all necessary steps have been taken before an account is handed over to legal department, Take responsibility for allocated debtor's book, Effective time management to ensure all clients contacted monthly, Make effective and sufficient electronic notes regarding customer contact , Maintain account information on system, Contact arrears customers and collect outstanding debt., Ensure all payments received by month end, Confirm and correct customer detail where applicable, Ensure correct and timeous payment allocations on accounts.

**Registration Supervisor (Voter Registration Weekend)** **Nov 2023 - Nov 2023**
IEC (Electoral Commission of South Africa), Kempton Park Civic Centre, 19 Bosemboa Ave.
Achieved a registration rate of eligible voters in the designated area. Maintained an error rate of less than 0.5% in voter registration data, Developed and implemented a comprehensive contingency plan for handling registration process disruptions, ensuring minimal impact on operations.

Interpersonal Skills

## Languages

English

Isizulu

**Customer Service Consultant** **Nov 2019 - Jul 2021**

Netstar, 400 16th Road, Randnjespark

Handle incoming calls, Manage incoming email, Handling incoming chats, Make outbound calls, Handle all inbound & outbound customer interactions, Handle queries via system.

**Trace Agent** **Sep 2017 - Jul 2019**

Mr. Price Group, 65 Masabalala Yengwa Avenue

Research the client history, including their location, employment, finances, and networks, Communicate with clients in a professional and compassionate manner. Update client information once confirmed for future communication and collects outstanding balance on accounts.

**Debt Collector** **Nov 2014 - Aug 2017**

Nutun (formerly MBD Credit Solutions), The Crescent

Identifying customers with outstanding debts. Contacting debtors to encourage timely repayment. Negotiating payment arrangements with debtors. Following up with debtors until accounts are fully paid**.** Handling customer inquiries: Handling customer questions, complaints, and inquiries. Investigating discrepancies: Investigating discrepancies to resolve outstanding customer accounts.

**Administrative Consultant** **Jan 2011 - Jan 2014**

African Bank, Durban Branch

Reduced processing time by implementing a new file management system. Branch Administration; Reviewed personal loans and credit cards applications, Petty cash and credit cards custodian. Branch stationery and branch security and also responsible for customer queries. Review personal loans application in terms of Bank credit policy.

**Sales Consultant** **Jan 2007 - Jan 2014**

African Bank, Durban

Interview clients to understand their needs and financial situation. Find new business opportunities through marketing and telemarketing. Sell new products and services, and cross-sell existing products. Follow up with clients about the status of their applications and loans. Provide financial support and advice to clients. Build and maintain relationships with clients, both internal and external. Stay up to date with products, services, and competitive activities. Help the branch meet its goals by generating new business. Prepare reports on sales and performance, and present them to management

## References

**Andries Seate**

Netstar, Midrand

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**Louisa Hattingh**

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# Achievements

Top Admin award at African bank year 2013
Top Collector award MBD Credit Solutions year 2015