

PROFESSIONAL PROFILE

MAKHEHLENI EDWARD NHLAPO

Phone: 0781252551

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Location: Johannesburg

OBJECTIVE:

A vibrant, results-driven professional with 10 years' experience in Financial, Credit and Retail sectors. Soundtrack record for achieving and exceeding goals. A passion for operations management, excellence and innovation. A strong ability to effectively lead and positively influence business results and produce quality performance standards.

PERSONAL DETAILS:

Surname: Nhlapo

First Name: Makhehleni Edward

Sex: Male

Marital Status: Single

Health: Good

Criminal Record: None

Driver's License: Yes

EDEDUCATIONAL BACKGROUND:

High School: Tshepo-Themba Secondary School

Highest Standard Passed: Grade 12(Matric)

Year Obtained: 2008

Subjects Passed:

- Zulu
- English
- Biology
- Mathematics
- Geography
- Physical Science
- Life Orientation

TERITARY BACKGROUND:

NAME OF INSTITUTION: University of Johannesburg

PERIOD: 2009 -2011

QUALIFICATION: National Diploma in Operations Management

NAME OF INSTITUTION: IMAS

PERIOD: 2020 - current

QUALIFICATION: Fundamentals of Financial Accounting

SHORT COURSES:

NAME OF INSTITUTION: CTI

COURSE: Computer Literacy

NAME OF INSTITUTION: University of Johannesburg

COURSE: South African Time Management

KEY SKILLS:

TECHNICAL SKILLS

- MS Outlook
- MS Word
- MS Excel
- MS PowerPoint

PROFESSIONAL SKILLS

- Customer service
- Business Acumen
- Stakeholder Management
- Result & Target Driven
- Problem solving
- Expertise in managing and co-ordinating activities
- Sense of urgency
- Excellent relationship building skills
- Strong time management skills
- Attention to detail and high levels of accuracy

WORK EXPERIENCE:

STANDARD BANK

Duration: April 2018 – present

Job Title: Insolvent Administrator

Duties:

- To minimize the risk of loss to the bank and ensure that the Insolvent estate accounts for PBL, vehicle and Asset Finance (VAF), card and home loans are attended to in an expeditious and cost-effective manner.
- To be responsible for all admin functions put holds on customer 1st for each and every matter received
- Always give feedback to the trustees to advice who will be dealing with the matter.
- Invoicing processing- paying suppliers according to insolvency work done
- Requisitions- giving support to our current suppliers as per our rotations.

STANDARD BANK

Duration: November 2015 – March 2018_

Job Title: Deceased and Estate Admin Officer Call Centre (Inbound)

Duties:

- To minimize the risk of loss to the bank and ensure that the deceased estate accounts for Personal and business lending (PBL), vehicle and Asset Finance (VAF), Card and home loans are attended to in an expeditious and cost-effective manner.
- To be responsible for all admin functions and play a supporting role for collectors in terms of general administration.
- Load deceased estate holds as soon confirmation notification has been received that the customer passed away.

HARAMBEE YOUTH EMPLOYMENT ACCELERATOR

Duration: April 2015

Job Title: Call Centre Agent (Sourcing)

Duties:

- Calling Candidate and completing their applications on the system who were seeking jobs opportunities.
- Telephonic assistance on all incoming calls.

Reason for leaving: Contract ended

EDCON

Duration: February 2014 – March 2015

Job Title: Operations Management (OPS)

Duties:

- Financial Ratio-store processing effective.
- Customer service delivery, market changes.
- New business development: credit and financial services and technical management of people.

Reason for leaving: Contract ended

PICK N PAY

Duration: April 2010 – April 2012

Job Title: Checkout Assistant

Duties:

- Responsible for assisting customer experience in the shop.
- Providing support and assistance on the floor.

Reason for leaving: Contract ended

EDCON

Duration: April 2012 – September 2013

Job Title: Debtors Collector (Arrears Accounts Counsel)

Duties:

- Responsible for dealing all customers debtors.
- Dealing with customers query about their accounts that are in arrears to a rehabilitate them to be up to date.
- Dealing with customer's journals.
- Dealing with customer's queries on their accounts and preparing or updating customer's details on how they get their statements.

Reason for leaving: Contract ended

Job Title: Regional Credit Officer (RCO)

Duties:

- Ensure that the productivity targets are met by Answering calls within stipulated timeframes.
- Manage service level delivery quality according to company standards.
- Providing feedback to line manager on current emerging trends to increase opportunities participate in project and provide feedback to relevant stakeholder and line manager in measuring service levels in each area of the business evaluate out of line situation.
- Ensure adherence to customer Service policies and procedures identify and Solve problems by monitoring the immediate environment so that potential hazard or other are reported to line management or appropriate stakeholders.

Reason for leaving: Contract ended.

REFERENCES:

References will be provided upon request.