



Gerald Mona

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Administrative jobs

Preferred occupation

Admin
Mining jobs

Admin
Construction jobs

Administrators
Administrative jobs

Preferred work location

Witbank
Mpumalanga

Middelburg
Mpumalanga

Ogies / Phola
Mpumalanga

Hendrina
Mpumalanga

Kriel
Mpumalanga

Contacts and general information about me

Day of birth 1991-06-17 (34 years old)

Gender Male

Residential location Middelburg
Mpumalanga

Telephone number *Information is available only for registered users.*
[Sign in](#)

Email address *Information is available only for registered users.*
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Work experience

| | |
|------------------------------------|--|
| Working period | nuo 2014.03 iki 2022.04 |
| Company name | Assupol Life |
| You were working at: | Insurance administrator |
| Occupation | Senior Clerk |
| What you did at this job position? | <ul style="list-style-type: none"> • Provide Advice to clients • Verify positive identification of the client • Provide accurate regarding products such as monthly premiums, beneficiaries and payments (School fund, Loans, Life Assured on policy) • Administrate Loan requests • Verify that's clients applications are completed in full and accurately • Validate and pre – assess whether the client qualifies for a loan • Make preliminary decision on the loan application and inform the client therefore • Update and make notes on the system • Advise clients on cancelation process and its disadvantages • Retaining the policy by proposing different option • Assisting client with claim request (Death claim, Tax free savings, School fund providers, Cash Back and refunds. • Validating all documents to ensure that the correct documents are submitted • Advise client on the claim amount • Inform client regarding claim payment turnaround time • Send all documents to claims assessors • Making constant follow ups • Handling Admin pertaining to Cancellation request, Policy amendments, Reinstatements and Share Price Enquiries • Capturing amendments on clients profile • Handling refunds and advising on requirements to obtain refunds • Changing client banking details and payment dates • Handling different clients enquiries, following company processes and procedures when dealing with different queries, escalating queries that are not within mandate and following according to SLA • Going the extra mile to assist the client • Following up on clients claims |

Education

| | |
|---------------------------|--|
| Educational period | nuo 2005.01 iki 2010.03 |
| Degree | Grade 12 / Matric |
| Educational institution | Freddy sithole high school |
| Educational qualification | Matric |
| I could work | yes |
| Educational period | nuo 2019.06 iki 2021.12 |
| Degree | Certificate |
| Educational institution | Trainsure Consultancy |
| Educational qualification | NQF4 long term insurance (120 credits) |
| I could work | for Assupol Life |

Languages

| Language | Speaking level | Understanding level | Writing level |
|----------|----------------|---------------------|---------------|
| English | fluent | very good | very good |
| SiSwati | fluent | good | good |

Computer knowledge

Microsoft office, MS Word, Ms Outlook and basic knowledge on Ms Excel and MS Power point

Recommendations

| | |
|------------------|------------------------|
| Contact person | Puleng Palesa Mokhele |
| Occupation | Supervisor |
| Company | Assupol Life |
| Telephone number | 0710551328 |
| Email address | Pulengmo@assupol.co.za |

| | |
|------------------|----------------------|
| Contact person | Cindy Mohoto |
| Occupation | Manager |
| Company | Assupol Life |
| Telephone number | 0615060024 |
| Email address | CindyM@assupol.co.za |

Additional information

| | |
|--------------------------|--|
| Your hobbies | listening to music ,watching current affairs |
| Driver licenses | C1 Heavy Vehicle 3,500kg - 16,000kg |
| Driver license from | 2011-06-00 (14 years) |
| Salary you wish | 18000 R per month |
| How much do you earn now | 15900 R per month |