



Lindiswa Mapongwana

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I have extensive experience of over 12 years in customer service which includes inbound call Centre , contributions department, and quality assessment, client liaison dealing with customer complaints and managing a walk-in Centre . I have mostly worked in the medical aid administration industry.

strong/good work ethics and delivering good customer service

Excellent Communication Skills both written , verbal

Problem solving, Planning and
organising

Handling information

Living the values

Preferred occupation	Customer care agent Administrative jobs
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Preferred work location	Cape Town Western Cape
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Contacts and general information about me

Day of birth	1981-04-26 (44 years old)
Gender	Female
Residential location	Cape Town Western Cape
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period **nuo 2015.11 iki 2022.05**

Company name Samwumed

You were working at: Call Centre agent

Occupation client service agent

What you did at this job position? • First call resolution • Claims enquiries • Escalate claims to the back office • Benefits confirmation • Membership enquiries • Contributions / Premium enquiries

Working period **nuo 2007.09 iki 2015.05**

Company name Metropolitan Health Group

You were working at: Administrators

Occupation help desk agent

What you did at this job position? • Deal with escalated queries ensuring that our clients are satisfied and happy • Contact members and Service providers telephonically to give feedback about their queries • Do investigations and members complaints • Doing presentation to potential clients in different schools and in township

Education

Educational period **nuo 2010.03 iki 2014.11**

Degree Diploma

Educational institution Cape Peninsula University of Technology

Educational qualification Retail Business Management

I could work yes

Languages

Language	Speaking level	Understanding level	Writing level
English	very good	very good	very good
isiXhosa	fluent	fluent	fluent

Computer knowledge

Ms Window 98

Ms Word

internet and email

Conferences, seminars

Samwumed training for Telephone etiquette 2017

Processing claims 2018

Gems integrated CS School 2008

Additional information

MHG :Business writing Skills 2010
Your hobbies

reading

MHG: Disability Awareness 2011

watching movies

Service Excellence 2013

taking long walks

Claims School 2009-2012

spending time with my family and friends doing word search
puzzles

Driver licenses

B Light Vehicle \leq 3,500kg

Driver license from

2019-02-00 (6 years)

Salary you wish

15000 R per month

How much do you earn now

13100 R per month