



# Cathrine Kefiloe Mokone

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

I am a dynamic and results-oriented collections supervisor with over 15 years of experience in managing call center operations. With a proven track record in driving performance, ensuring compliance, and coaching teams to consistently meet and exceed KPIs, I excel in improving efficiencies and resolving escalated issues. My ability to foster a positive team culture enhances productivity and engagement. I am eager to leverage my extensive experience in a role that aligns with organizational goals and supports continuous growth.

Preferred occupation	CollectionsCall Center Customer Service Super Finance jobs
Preferred work location	Johannesburg Gauteng

## Contacts and general information about me

Day of birth	1981-07-14 (44 years old)
Gender	Female
Residential location	Johannesburg Gauteng
Telephone number	Information is available only for registered users. <a href="#">Sign in</a>
Email address	Information is available only for registered users. <a href="#">Sign in</a>

## Work experience

Working period **nuo 2014.11 iki 2024.07**

Company name CSS Credit Solutions Services (Pty)

Occupation Collections Supervisor

What you did at this job position? Supervised a team of 14-15 agents specializing in Standard Bank Home Loans and Vehicle Asset Finance (VAF) collections, consistently exceeding targets. Facilitated daily team meetings, implemented performance improvement plans, and conducted call reviews to ensure SLA adherence. Monitored attendance, behavior, and productivity while addressing non-compliance. Delivered actionable coaching and feedback to optimize efficiency and resolved escalated customer inquiries. Collaborated with management to align team and individual goals with collection objectives and presented comprehensive performance reports to clients and senior management. Fostered a positive team culture through clear communication, motivation, and leading by example.

Working period **nuo 2006.05 iki 2014.11**

Company name African Bank

Occupation Collections Supervisor

What you did at this job position? Managed a team of 14-15 staff members, ensuring smooth daily operations and consistently meeting collection targets. Conducted performance reviews, implemented corrective actions, and enhanced operational efficiency through effective leadership. Addressed escalated customer queries, monitored compliance with company standards, and actively participated in recruiting and training new team members, fostering a high-performing and customer-focused environment.

Working period **nuo 2006.03 iki 2006.05**

Company name African Bank

Occupation Junior Quality Analyst

What you did at this job position? Evaluated agent performance, delivering coaching to ensure standardization across customer service, collections, and communication.

Working period **nuo 2000.12 iki 2006.03**

Company name African Bank

Occupation Collections Consultant

What you did at this job position? Negotiated payment plans for delinquent accounts, consistently meeting cash collection targets. •Resolved customer queries and processed refunds efficiently.

## Education

Educational period **nuo 1998.01 iki 1998.12**

Degree Grade 12 / Matric

Educational institution Seana Marena Secondary School

Educational qualification Grade 12 (National Senior Certificate),

## Languages

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

## Computer knowledge

Technical Proficiency: MS  
Office Suite (Word, Excel,  
PowerPoint)

## Additional information

Driver licenses	B Light Vehicle $\leq$ 3,500kg
Driver license from	2006-05-00 (19 years)
Salary you wish	25000 R per month
How much do you earn now	23300 R per month