



# Yolande Van Coller

Curriculum Vitae (CV)

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

Competent in all Microsoft Office applications as well as Internet and emails

Excellent time-management and organisational skills

Excellent customer services skills

Good time keeping and punctuality

Document processing and administration.

Typing speed: 90 words per minute

Coping under pressure and setbacks.

Achieving personal work goals and objectives.

Effective professional handling of queries.

Delivering results and meeting customer expectations.

Able to converse well with others.

Attention to detail (accuracy).

Self-motivated.

Good listener.

Clear thinker.

Effectively deal with job stress, angry callers, and upset customers.

I am a team player and can work well on my own as well

Code 8 Driver's Licence

Languages: Fluent in English and Afrikaans, both as written and spoken languages.

Proofreading and Editing

Preferred occupation

**Administrators**

Administrative jobs

**Secretaries**

Administrative jobs

**Receptionist**

Administrative jobs

**Customer care agent**

Administrative jobs

Preferred work location

**Sedibeng**

Gauteng

## Contacts and general information about me

Day of birth	1978-03-25 (46 years old)
Gender	Female
Residential location	Sedibeng Gauteng
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

## Work experience

Working period	<b>nuo 2006.09 iki dabar</b>
Company name	SMART
You were working at:	Insurance administrator
Occupation	Senior Administrator and Customer Services Agent
What you did at this job position?	Setting up and implementing all admin structures and reporting in the DebtPlan departement by myself as there was nothing in place when we started Capturing of client's, personal, creditors and account details on databasis on a daily basis Calling, emailing and sms'ing clients on a daily occurrence regarding missed payments. Allocating cash and PDA payments to client's accounts Updating payments received from clients corresponding with bank statements on a daily basis as well as importing payments to our system. Dealing with queries from clients and debt counsellors on a daily basis. Corresponding with clients and debt counsellors daily via e-mail and telephone queries regarding queries on their accounts. Dealing with monthly issues of non-payment from clients. Setting up a reliant, workable system to integrate communication between DebtPlan, existing creditors, debt counsellors and clients. Maintaining correspondence with creditors and clients on a daily basis. Sending out cancellation letters to client's creditors on a daily basis. Responsible for cancellation of policies and correspondence with clients relating to cancellations Loading of new policies on system. Managing, setting up and sending of client's policy documentation on a weekly basis. Listening to sales calls Working closely with manager and responsible for daily reporting on sales done by the call centre agents.

## Education

Educational period	<b>nuo 1997.01 iki 2000.12</b>
Degree	Degree
Educational institution	Northwest Univercity
Educational qualification	Bachelors Degree
Educational period	<b>nuo 1992.01 iki 1996.12</b>
Degree	Grade 12 / Matric
Educational institution	Vereeniging High School
Educational qualification	Matric

## Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
Afrikaans	fluent	fluent	fluent

## Computer knowledge

Windows OS Software: Microsoft Office, Adodobe, Outlook, Internet

CRM

Acczone

TIA

## Conferences, seminars

Maple Academy: Proofreading and Editing Course - 2005

Alcari - FAIS I - III - 2007 - 2010

## Recommendations

Contact person Susan Nieuwenhuys  
 Occupation HR  
 Company SMART  
 Telephone number 087 312 1784  
 Email address susan@smartuma.co.za

Contact person Justin Dec'zy  
 Occupation Manager  
 Company SMART  
 Telephone number +27718960885  
 Email address justin.deczy@gmail.com

## Additional information

Driver licenses B Light Vehicle  $\leq$  3,500kg  
 Driver license from 2013-02-00 (11 years)  
 Salary you wish R16000 R per month  
 How much do you earn now 17000 R per month