



# 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 an

organising

Handling information

Living the values

Preferred occupation                      Customer care agent  
Administrative jobs

Preferred work location                      Cape Town  
Western Cape

## Contacts and general information about me

Day of birth                                      1981-04-26 (43 years old)

Gender    Female

Residential location                              Cape Town  
Western Cape

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 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 (5 years)

Salary you wish

15000 R per month

How much do you earn now

13100 R per month