



Lesego Monageng

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Looking for an administrative job, data entry and customer service agent.

I have experience as the first point of contact to walk in clients to handle enquiries and queries. My role also includes contacting debtors to inform them of their debt and negotiate and suggest payment plans. I handle email and telephonic correspondence with clients.

Additionally, I have expertise in data capturing, query resolution and liaising with internal departments. I have excellent written and verbal communication skills. My organized nature, interpersonal skills and the ability to build and maintain good working relations.

I am always willing to learn relevant and favorable qualities to perform a job effectively.

It is my aim to be part of a successful team that is directly involved in making the organization a success.

Preferred occupation	Customer care agent Administrative jobs
Preferred work location	Johannesburg Gauteng

Contacts and general information about me

Day of birth	1993-11-28 (30 years old)
Gender	Female
Residential location	Sedibeng Gauteng
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 2021.07 iki 2022.12**
 Company name Emfuleni Local Municipality
 You were working at: Customer care agent
 Occupation Intern
 What you did at this job position? First point of contact to walk-in clients. Handling general inquiries. Answering inbound calls and emails. Data capturing. Receiving, managing, and escalating queries. Liaising and following up with relevant personnel to resolve queries. Compiling paperwork for financial processes.

Working period **nuo 2023.01 iki dabar**
 Company name BTF Global
 You were working at: Administrators
 Occupation Consultant
 What you did at this job position? Logging disputes and escalating them to the relevant resolution personnel. Timeously provide feedback correspondence to customers. Preparation of progress and monthly reports for assignments engaged in. Filling of supporting documents and other information. Data analysis and capturing of various financial and non-financial data. Subordinate support on various internal and external projects. Contacting debtors to inform them of their debt. Negotiate payment plans with debtors. Invoicing and following up on payments Sending and receiving correspondence via email. Handling confidential information with discretion. Tracing debtors via tracing tools.

Education

Educational period **nuo 2016.07 iki 2017.12**
 Educational institution Sedibeng TVET College
 Educational qualification N6 Human Resources Management

Languages

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

Computer knowledge

Microsoft Office Suite. Database Software

Recommendations

Contact person	Elaine Mabena
Occupation	Managing Consultant
Company	BTF Global
Telephone number	0648761535
Email address	elainem@btfglobal.co.za

Additional information

Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg
Driver license from	2018-08-00 (5 years)
Salary you wish	18000 R per month
How much do you earn now	14000 R per month