

Kagiso Mogotsi

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Data Clerk

Admin Team Leader

Admin Manager

I have 9 years experience in customer service

I am currently a team leader in the claims department for a financial institution.

I have experience in Admin, data capturing, call centre agent, claims assessor and admin team leader

My current role is Admin Team leader which I have been in for 2 years and 3 months

Contacts and general information about me

Day of birth	1993-05-31 (31 years old)
Gender	Male
Residential location	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 2012.11 iki 2013.04
Company name	Europ Assist
You were working at:	Customer care agent
Occupation	Call Centre Agent
What you did at this job position?	CALL CENTRE AGENT EUROP ASSISTANCE 1ST NOVEMBER 2012- 29 APRIL 2013 • Description: I was employed as an inbound call centre agent for MTN 112 (Emergency Line) • Duties: Handling Emergency Calls • Diagnosing whether calls are classified as an emergency • Logging of cases • Transferring clients to appropriate emergency service (Ambulance, Police or Firefighters) according to type of emergency

Working period **nuo 2013.08 iki 2014.01**
 Company name Aegis
 You were working at: Customer care agent
 Occupation Call Centre Agent
 What you did at this job position? CALL CENTRE AGENT | AEGIS | 5TH AUGUST 2013 – 20 JANUARY 2014 • Description: I was employed as an inbound call centre agent for Gidani (The National Lottery) • Duties: Troubleshooting terminals • Logging and escalating cases to relevant details • Resolving any Lotto related queries from clients

Working period **nuo 2015.03 iki 2018.11**
 Company name Zimele PTY LTD
 You were working at: Administrators
 Occupation Administrator
 What you did at this job position? ADMINISTRATION CLERK | ZIMELE PTY LTD | 16 MARCH 2015 – 31 November 2018 • Description: I was employed as an administration clerk • Duties: Handling external or internal communication management systems • Organizing, arranging and coordinating meetings • Sorting and distributing incoming and outgoing post • Track stock and office supplies and place orders when necessary • Manage Agendas/appointments etc. • Manage phone calls and correspondence

Working period **nuo 2017.12 iki 2019.05**
 Company name Fnb
 You were working at: Customer care agent
 Occupation Call Centre Agent
 What you did at this job position? CALL CENTRE AGENT | FNB | 05 DECEMBER 2017 – 31 MAY 2019 • Assisting with submitting funeral claims • Assisting with follow ups • Understanding the terms and conditions of 13 products • Assist with general queries • Assist with escalating claims out of TAT • Represent FNB Life brand • Provide efficient customer service • Provide empathy and assist distressed clients

Working period **nuo 2019.05 iki 2021.08**
Company name Claims Assessor
You were working at: Operations Clerk
Occupation Claims Assessor
What you did at this job position? CLAIMS ASSESSOR | FNB | 31 May 2019 – 31 August 2021 • Working on Funeral Claims o Assessing funeral claims o Checking validity of claims o Conducting fraud checks o Communicating with the claimant o Escalating claims as per mandate o Validating claims o Quality checks on funeral claims o Loading and payment of claims • Working on Business initiated claims o Checking validity of claims o Using multiple systems to trace next of kin o Initiate telephonic claims o End to End assessment of claims o Updating statistics for weekly check ups • Working on Credit Life policies o Communicating with product house o Assessing credit life claims • Working on Life Cover Claims o Request of medical records o Validating claims o Communicating with claimant o Referral of claims when required o Communicating with underwriting team o End to End claim assessment

Working period **nuo 2018.06 iki 2021.08**
Company name Fnb
You were working at: Claims manager
Occupation Second In Charge
What you did at this job position? SECOND IN CHARGE | FNB | 30 June 2018 – 31 August 2021 o Taking orders by obtaining and verifying information. o Transmitting information to the team o Planning and Reporting Statistics to the team o Provides product/service information by answering questions, offering assistance. o Maintains call centre database by entering and verifying information, updating contact log. o Improving quality results by recommending changes. o Keeps equipment operational by following established procedures, reporting malfunctions. o Updating job knowledge by participating in educational opportunities. o Enhancing organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Working period **nuo 2021.09 iki 2023.12**

Company name Fnb

You were working at: Claims manager

Occupation Admin Team Leader

What you did at this job position? TEAM LEADER | FNB | 01 September 2021 – Current

- o Coaching and mentoring
- o Communicating goals and targets
- o Setting objectives
- o Sharing feedback
- o Leading team meetings
- o Leading 1-2-1s and personal development plans (PDPs)
- o Pitching ideas through presentations and reports
- o Supporting social and wellbeing activities
- o Using incentives and rewards
- o Transmitting information to the team
- o Planning and Reporting Statistics to the team
- o Provides product/service information by answering questions, offering assistance.
- o Maintains call centre database by entering and verifying information, updating contact log.
- o Improving quality results by recommending changes.
- o Keeps equipment operational by following established procedures, reporting malfunctions.
- o Updating job knowledge by participating in educational opportunities.
- o Enhancing organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Education

Educational period **nuo 2002.01 iki 2010.11**

Degree Grade 12 / Matric

Educational institution United Church School

Educational qualification Matric

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
isiZulu	very good	very good	basic
Setswana	fluent	fluent	fluent
Sesotho	fluent	fluent	very good

Computer knowledge

National Diploma | Discontinued | University of South Africa

- Duration: 2 Years
- Major: Information Technology
- Modules Completed: Business Management IA
- Practicing Workplace English
- Introduction to Programming
- Introduction to Databases
- Workstation Technical Skills

Additional information

Your hobbies	<ul style="list-style-type: none">• Passion for Information Technology• Web design, with use of html5, CSS and Javascript
Driver licenses	EB Articulated Light Vehicle ≤ 3,500kg
Driver license from	2012-11-00 (12 years)
Salary you wish	30000 R per month
How much do you earn now	27000 R per month