

# 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 *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 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"><li>• Passion for Information Technology</li><li>• Web design, with use of html5, CSS and Javascript</li></ul>
Driver licenses	EB Articulated Light Vehicle ≤ 3,500kg
Driver license from	2012-11-00 (11 years)
Salary you wish	30000 R per month
How much do you earn now	27000 R per month