



# Palesa Matsunyane

Curriculum Vitae (CV)

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

As a young professional and goal orientated individual, my aspiration is to secure employment as an Admin/Customer Support Agent Executive through commitment, dedication creativity and innovation, seeking and gaining knowledge and skills to create, communicate and execute company-based operations so as to enhance the awareness and benefits of all corporate products and services across the board ensuring that all clients/customers are informed.

Preferred occupation	Administrators Administrative jobs
Preferred work location	Johannesburg Gauteng

## Contacts and general information about me

Day of birth	1989-03-10 (35 years old)
Gender	Female
Residential location	Johannesburg 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 2017.06 iki dabar</b>
Company name	Innovation Group
You were working at:	Fleet Optimisation Consultant
Occupation	Fleet claim payments administrator
What you did at this job position?	<ul style="list-style-type: none"> <li>• Communicate with fleet service advisors and warranty clerks and external clients</li> <li>• Answer calls as per Service Level Agreement (SLA) and adhere to Quality Assurance</li> <li>• Coordinate with all parties involved</li> <li>• Administer claims payments on the system as per Company policy and procedures</li> <li>• Ensure payments query calls are answered and queries are resolved accordingly</li> <li>• Reconciling customers' accounts</li> <li>• Ensure invoice information is captured accurately</li> <li>• Follow up on unpaid invoices and collecting outstanding invoices</li> </ul>

**Education**

Educational period	<b>nuo 2008.01 iki 2011.11</b>
Degree	Diploma
Educational institution	Tshwane University of Technology
Educational qualification	Language Practice

**Languages**

<b>Language</b>	<b>Speaking level</b>	<b>Understanding level</b>	<b>Writing level</b>
English	fluent	fluent	fluent
isiZulu	fluent	fluent	basic
Setswana	fluent	good	good
Afrikaans	basic	good	good

**Computer knowledge**

- Microsoft Publisher
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Internet • Computer Skills
- Communication Skills
- Interpersonal Skills
- Administration Skills
- Organising Skills
- Dedicated Team Leader

**Recommendations**

Contact person	Ms Keletso Lesala
Occupation	Line Manager
Company	Innovation Group
Telephone number	0117906324
Email address	keletso.lesala@innovation.group

**Additional information**

Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg
Driver license from	2010-01-00 (14 years)
Salary you wish	15000 R per month
How much do you earn now	9000 R per month