

CURRICULUM VITAE
OF PHINDILE MILICENT
MSIZA

PERSONAL DETAILS

SURNAME	:	MSIZA
FIRST NAMES	:	PHINDILE MILICENT
DATE OF BIRTH	:	1986-04-09
IDENTITY NUMBER	:	860409 0281 081
NATIONALITY	:	SOUTH AFRICAN
GENDER	:	FEMALE
DEPENDANTS	:	1
HOME LANGUAGE	:	ZULU
MARITAL STATUS	:	MARRIED
CRIMINAL RECORD	:	NONE

LANGUAGES

ZULU ENGLISH TSHWANA

CONTACT DETAILS

RESIDENTIAL ADDRESS	:	10216 MAMELODI EAST PRETORIA 0122
CONTACT NUMBER	:	072 100 6587
Email	:	phindim911@gmail.com

EDUCATIONAL QUALIFICATIONS

NAME OF SCHOOL	:	MAMELODI HIGH SCHOOL
HIGHEST GRADE PASSED	:	GRADE 12 (MATRIC)
YEAR OF COMPLETION	:	2003

TERTIARY EDUCATION

NAME OF INTITUTION:	CRITICAL CARE ACADEMY	
COURSE ATTENDED	:	BASIC AMBULANCE ASSISTANT COURSE
YEAR OBTAINED	:	2004 MARCH

WORKING EXPERIENCE

NAME OF COMPANY : **WOOLWORTHS (SAMMY MARKS SQUARE)**

POSITION HELD : **CASHIER**

- OPERATING THE TILL PAY POINT CONTROLLER
- BOOKING CASHIERS MONTHLY WORKINGSCHEDULES
- BALANCING TILLS CASH AT THE END OF THE DAY
- OVER-RIDING THE TILLS AND CASHIERSTRANSCTIONS

TEAM LEADER

- RESPONSIBLE FOR ALL THE STORESDELIVERIES
- RESPONSIBLE FOR OPENING AND CLOSINGTHE STORE
- MAKING SURE WE REACH THE STORES TARGET
- MAKING SURE THE STORES BUDGETDOESN'T EXCEED THE ESTIMATED NUMBER
- MAKING SURE THE STORES IS NEATLY PACKED

DURATION : 2005 NOVEMBER – SEPTEMBER 2007

NAME OF COMPANY : **ABSA**

POSITION HELD : **CUSTOMER SERVICE CLERK**

- TO BE UPDATED AND INFORMED OF ABSA PRODUCT RANGE, DOCUMENTATION, POLICIES AND PROCEDURES
- TAKING IN COMPLETED DOCUMENTATION FROM CLIENTS
- CREATE AN ENVIRONMENT OF CLIENT SATISFACTION BY BEING AVAILABLE AT ALL TIMES
- PASS LEADS ONTO SALES CONSULTANTS
- SUPPORT BRANCH INITIATIVES TO MIGRATE CLIENTS TO ALTERNATIVE PRODUCTS AND DELIVERY CHANNELS
- DAILY ITEMS MUST BE PREPARED, CHECKED AND PROCESSED BEFORE THE END OF THE DAY
- ALL CLIENT REQUESTS TO BE ACTIONED IMMEDIATELY
- ALL RELEVANT BROADCAST MESSAGES AND CIRCULARS TO BE READ DAILY

HOST/ INTERNET BANKING ASSISTANT

- MONITOR CLIENTS ON THE FLOOR IF THEY ARE ON THE RIGHT QUEUE
- REGISTER CLIENTS TO REGISTER INTERNET AND CELLPHONE BANKING
- ASSIST CLIENTS AT THE ATM

DURATION : 01 OCTOBER 2007 – APRIL 2009

NAME OF COMPANY : **DENTAL TECHNICIAN COUNCIL OF SOUTH AFRICA**
POSITION HELD : **PA TO THE CEO**

- OFFICE AND GENERAL ADMINISTRATIVE DUTIES.
- TYPING AND COMPILING OF MEMORANDUMS AND PRESENTATIONS.
- ORGANISE MEETINGS BETWEEN MANAGEMENT AND LABOUR UNIONS, AND DEPARTMENTAL COMMITTEES.
- MINUTES TAKING IN ALL MEETINGS.
- ANSWERING AND SCREENING OF TELEPHONE CALLS.
- MANAGE ELECTRONIC DOCUMENT TRACKING SYSTEM.
- MAINTAIN DIARY AND MANAGE APPOINTMENTS.
- ACKNOWLEDGING RECEIPT OF DOCUMENTS.
- ENSURING SUBMISSIONS OF TRAVEL CLAIMS FOR THE CEO.

DURATION : 2010 February – October 2011

NAME OF COMPANY : **BESTMED MEDICAL AID**
POSITION HELD : **MAIL AND DOCUMENTATION**

- RECEIVE INCOMING MAILS
- SEND OUT MAILS TO MEMBERS AND CORPORATES
- TRACK DOWN POSTED MAILS
- PREPARE MEDICAL CLAIMS FOR OTHER DEPARTMENTS
- REGISTER DOCTORS BANKING DETAILS FOR PAYMENTS
- FILLING OF RECEIVED INCOMING DOCUMENTS

CLIENT SERVICES CONSULTANT

- RECEIVE INCOMING CALLS
- SOLVING MEMBERS QUERIES
- SENDING MEMBERS DOCUMENTS FOR CAPTURING

DURATION : DECEMBER 2011 - APRIL 2015

NAME OF COMPANY
POSITION HELD

ABSA BANK

- :
- CUSTOMER SERVICE CONSULTANT
 - TO BE UPDATED AND INFORMED OF ABSA PRODUCT RANGE, DOCUMENTATION, POLICIES AND PROCEDURES
 - TAKING IN COMPLETED DOCUMENTATION FROM CLIENTS
 - CREATE AN ENVIRONMENT OF CLIENT SATISFACTION BY BEING AVAILABLE AT ALL TIMES
 - PASS LEADS ONTO SALES CONSULTANTS
 - SUPPORT BRANCH INITIATIVES TO MIGRATE CLIENTS TO ALTERNATIVE PRODUCTS AND DELIVERY CHANNELS
 - DAILY ITEMS MUST BE PREPARED, CHECKED AND PROCESSED BEFORE THE END OF THE DAY
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DURATION

: 16 JUNE 2018 TO 31 AUGUST 2019

NAME OF COMPANY
POSITION HELD
DUTIES

: **AGILITY HEALTH MEDICAL AID AND LIDWALA INSURANCE**

: CALL CENTER AGENT AND SECOND IN COMMAND

: CALL CENTER AGENT:

- ASSISTING WITH CLAIM QUERIES AND RESOLUTION
- ISSUING OF TAX CERTIFICATES, REMITTANCES
- ASSISTING WITH TAX RECON, SAVINGS RECON
- AND CLAIMS RECON.
- CONFIRMATION OF DAY TO DAY BENEFITS
- COMPILING STALE CLAIMS
- GIVE QUALITY SERVICE TO ALL CALLERS
- ASSISTING TO WHATSAPP RECEIPIENTS AND EMAILS CORRESPONDENCE.

: SECOND IN COMMAND:

- ASSIST NEW AGENTS WITH TRAINING (SAVINGS RECON, CLAIMS RECON ,TAX RECON AND STALE FORM)
- ALLOCATION OF ADMIN WORK TO AGENTS
- MONITORING EMAIL STATISTICS ON A DAILY BASIS.

DURATION

: 01 FEBRUARY 2021 TO DATE

REFERENCES

CONTACT PERSON : DANICA NEL
POSITION : MEMBERSHIP TEAM LEADER-AGILITY HEALTH
CONTACT DETAILS : 011 796 6400 / 082 440 1933

CONTACT PERSON : PAT SONGO
POSITION : CLIENT SERVICES DEPARTMENTAL MANAGER
CONTACT DETAILS : 072 606 1397