

Amanda Matshatshe

Public Relations and Communications

 078 220 7236/ 078 158 5904

 amatshatshe@gmail.com

Ambitious and driven Brand and PR communications Ambassador with over a year of experience creating brand awareness. Expert in social media marketing with innovative ideas and effective execution of concepts. Professional, friendly and flexible when working with others and communicating with customers.

Skills

Administrative duties	Excellent
Business Administration	Good
Strong time management	Excellent
Customer care	
Superior verbal and written communication skills	

Work History

2022/04- Current	Client Service agent <i>Health Squared Medical Scheme</i> • Greeting customers in a friendly, professional manner using the suggested script • Answer high-volume inbound customer calls via an automated phone system • Advising members and practices of outstanding co-payments • Providing extant and prospective members with the details of network providers. • Escalate claims or questions related to medical care to my team leader • Advising members and practices of the outcome of claims submitted
2020/01- 2021/08	Customer care agent/ Administrative assistant <i>Luvalo Tours</i> • Attending customer queries telephonically and via Facebook page • Assist customers to book bus tickets online • Deal with problems such as delays, ticket cancellations, • Follow up customer calls when necessary

- Receive incoming and make outgoing calls, filing, prepare Invoices and quotations, typing correspondences for the organization, take minutes of the meetings
- Operate fax and photocopy machine, data capturing, Control stationary and prepare payments for staff
- Internal & External Communication, verification of information on scholar transport invoices and claims
- Building relationships with clients
- Performing general bookkeeping functions

**2018/06–
2019/07**

Brand Ambassador

Tyme Bank

- Assisting customers with registration for money transfer Ensure that necessary documents are available before registering accounts.
- Provided customer service using extensive knowledge of digital Banking.
- Snapped professional quality photographs to use on social media channels for promotional campaigns.
- Set up and broke down promotional booths and tents, talked to potential customers and stakeholders for successful promotional events.
- Increased brand awareness, conducted field recruiting and attended over six industry events annually

**2016/04 –
2017/03**

Communications and Secretary Intern (Regional Directors office)

Department of Roads and Public Works

- Management of Regional Director's diary, co-ordination of daily activities, scheduling and recording of all meetings and appointments, completion of flights, transport and accommodation reservation and type correspondences for the Regional Director)
- Receiving, recording and acknowledgment of incoming and outgoing mail internally to distribute to the relevant managers and track outstanding issues
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Conducted thorough research using diverse resources to assist professional staff with routine and special project tasks.
- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.

2014/02 – 2015/02

WIL student at the Centre for Psychological Services & Career Development

University of Johannesburg

- Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Developed and updated student and employee files, maintaining confidentiality at all times.
- Asked customers open-ended questions in effort to better understand what appropriate offerings.
- PsyCaD marketing and awareness creation of academic development and support services on campus,
- Update the university's first year seminar and National Bench Mark Test websites and assisting students in registering for NBT



Education

2010/01 – 2014/03

National Diploma Public Relations and Communications: Public Relations

University of Johannesburg - Johannesburg

- Public Relations
- Writing for Public Relations
- Communication and Practice
- Media studies & Technology

2015/01 – 2015/02

Certificate Advance Microsoft Office: Microsoft Office

CCS College – East London

2003/01 – 2007/12

Grade 12: isiXhosa 1st HG, English 2nd HG, Economics SG, Business Economics SG, Mathematics SG, Accounting SG

Rode Senior Secondary School - Mount Ayliff



Reference

Miss Thandokazi Fanqa	University of Johannesburg	WIL Coordinator 011 559 4555 tfanqa@uj.ac.za	Supervisor
Miss Rose Ntuli	University of Johannesburg	Office Administrator 011 559 6460 rntuli@uj.ac.za	Mentor, Supervisor
Mr Lutho Bana	Department Of Roads and Public Works	Assistant Manager: HR 039 254 6841/083 922 9861 Lutho.Bana@dpw.ecape.gov.za	Mentor

Miss Nodumo Ngcebetsha	Department Of Roads and Public Works	Programme Support: EPWP 039 254 6736 Nodumo.Ngcebetsha@dpw.ecape.gov.za	Supervisor
Miss Pinky Duma	Tyme Bank	Area Manager 087 286 8833/0664785530 Pinky.Duma@tymedigital.com	Manager
Miss Nqwenelwa Masumpa	Luvalo Tours	Manager 039 255 0008/ 071 870 7669 luvalotours@gmail.com	manager
Mrs Lydia Diengo	Health Squared Medical Scheme	Team Leader 0861 796 6400 lydiad@agilityghs.co.za	Team Leader