

CURRICULUM VITAE OF:
REFILWE BERNNEFIT MORARE
ID: 8310101124084
6314 Tsonga Street, Tsakane 1550 · 081 732 4111
[Email · morarerb@gmail.com](mailto:morarerb@gmail.com)

I have extensive experience in customer services. I have great interpersonal skills and I pay attention to detail. I believe with my experience and skills I can add more value to your institution.

WORKING EXPERIENCE

DATES FROM – 2017/02/20 TO DATE

SUPPORT OFFICER, AGILITY INSURANCE ADMINISTRATORS

- Handle telephonic and written queries
- Manage and resolve walk- in member queries
- Update successful and rejected debit orders
- Allocate rewards and rebates to cards
- Process E-wallet requests for members without cards
- Monthly reporting and Weekly privy reports
- Process refunds to members and / doctors
- Process cancellations
- Prepare payment file for finance department

DATES FROM – 01/08/2019 TO DATE

CLAIMS ASSESSOR, AGILITY INSURANCE ADMINISTRATORS

- Assessing Claims
- Prepare claims repudiations
- Prepare payment request for finance department
- Deal with telephonic and written queries
- Manage and resolve walk- in member queries
- Prepare weekly bordereaux

DATES FROM – 02 APRIL 2012 – 31 JANUARY 2015

CALL CENTRE AGENT, TELKOM SA SOC LIMITED

- Creating new orders for Fixed line and ADSL on the system
- Escalating longstanding applications
- Booking technician for installation
- Giving clients information regarding application status
- Resolving customer queries

Reason for leaving: Contract expired due to company restructuring

EDUCATION

DECEMBER 2011

EKURHULENI EAST COLLEGE: BUSINESS MANAGEMENT N4

Subjects Passed:

- Financial Accounting
- Management Communication
- Entrepreneurship and Business Management
- Computer Practice

DECEMBER 2001

BOSTON BUSINESS COLLEGE: BOOKKEEPER

Subjects Passed:

- Practical Bookkeeping Level 1 & 2
- Pastel Computerized Accounting
- Ms Excel 2000 Level 1
- Business English
- General Office practice
- Introduction to PC's
- Windows 98

DECEMBER 2000

JE MALEPE SECONDARY SCHOOL: MATRIC SENIOR CERTIFICATE

Subjects Passed:

- Setswana
- English
- Business Economics
- Economics
- Accounting

SKILLS

- Great Interpersonal Skills
- Paying attention to detail
- Active listening
- Patience
- Adaptiveness
- Reading physical and emotional cues

REFERENCE:

1. Contact Person: Nomsa Smith

Relationship: Operations Manager (Agility Health)

Contact Number: 011 801 2120 / 072 443 7384

2. Contact Person: Crystal Connor Nelson

Relationship: Team Leader (Agility Insurance Administrators)

Contact Person: 011 801 2247 / 061 429 7500