



MAUD

MATHEBULA

Team leader

## SUMMARY VIEW

I have experience in various roles with in operations , I have 11 years leadership experience , My experience ranges from Vendor relationship management; client liaison ; Debt recovery ; game on coaching ; people performance management; visa application processing ; day to day Call Centre operations ; work flow allocation ; learning and development to list a few

## PERSONAL DEVELOPMENT

Paralegal qualification: **in progress**

Online: Teaching certificate: **TEFEL**

Game on coaching: **Game on**

Online: Computer Hacking Forensic Investigator Course: **E-Courses4You**

Automation: **Work Fusion**

Data Fluency: Exploring and Describing Data: **Linked in**

Data Fluency: Exploring and Describing Data: **Linked in**

Online: project manager: **Lead Academy**

**Salesforce:** Trailhead Level – Ranger

Motivating and Engaging Employees: **linked in**

Strategic Human Resources: **linked in**

Information Risk 101

Lean Awareness 101 Programme (8358):

Group Information Risk Policies :312800

## EDUCATION

**College campus**  
2003-2006

### Diploma in graphics and web design

: Business information systems  
: Conceptual techniques (introduction)  
: Desktop publishing fundamentals  
: Visual communication 1  
: Graphic development 1  
: Business practice and entrepreneurship  
: Graphic development 2

**Service Monitor**  
2015

### Certificate of completion Quality Assurance skills (NQF 6)

Introduction to data quality  
Data quality objectives  
Organizational Quality Responsibilities  
Direct process control

### Certificate of completion Coaching for performance (NQF 4)

Organizational culture  
Systems and business acumen  
Coaching principles  
technical Coaching methods  
performance coaching

**Conner mare**  
2018

### Certificate in leadership management

Effective Communication Skills  
Managing Employee Performance  
Team Development / Leading Teams  
Care and growth personal development (coaching)  
Fundamentals in decision-making in operations management  
Implementing Adaptive Monitoring Systems

#### Contact

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#### LANGUAGES

English  
Zulu  
South Sotho  
Tsonga

#### REFERENCES

:MBD credit solution  
:Human resource  
:011 560 6000/6101  
:342 Jan smuts avenue , Hyde Park  
2196

:Copago .SA  
:Caroline Ckanzara  
:071 157 6161/087 231 0313  
:98 Albertyn Avenue corner Katherine  
Street  
:Sandton

## WORK EXPERIENCE

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### Standard bank

Current

#### Administration support (Debit consolidation)

: Identifying and mitigating risk associated with the support process  
: Identifying gaps and errors within the support process  
: Engaging and providing adhoc reports to eliminate potential risks  
: Team management to ensure effective delivery of daily objectives  
: Motivating the team and promoting recognition within the team

### Standard bank

01/05/2017 -31/01/2021

#### Call centre Team Leader (Credit card rehabilitation)

:Call Centre daily operations  
:Performance management  
:Credit card rehabilitation  
:Flagging any trends picked up during the performance coaching  
:Monitor, implement and improve call centre staff KPIs.  
:Be available to assist staff members with any customer issues  
:Monitor team performance and report on metrics

### MBD credit solution

01/06/2015 -31/04/2017

#### High Value call Centre supervisor

:Call Centre daily operations  
:Performance management  
:Performance improvement policies  
:Skills and knowledge improvement  
:Daily/monthly reporting  
:Quality assessments

### MBD credit solution

01/07/2014 – 31/05/2015

#### Vendor relationship management

:Invoicing  
:Client liaison  
:Managing the Age Analysis Report  
:Checking that invoices are generated correctly  
:Loading Payment files  
:Ensure that clients settle invoices by agreed dates  
:Monitor Debtors' receipt reports  
:Obtain remittance report  
:Daily/monthly reporting

### **MBD credit solution**

13/03/2013 - 30/08/-2013

#### **Call Centre manager**

- :Monitor, Manage and Drive Team performance through agreed KPIs & QA Scorecard
- :Identifying areas of improvement in processes and systems
- :Ensuring that all business processes and standards are adhered to and met
- :Workforce and Capacity Planning
- :Retention/disciplinary analysis
- :Daily/monthly reporting

### **MBD credit solution**

30-08-2013- 30-06-2014

#### **Campaign Monitor**

- :proactively monitoring strategies & Campaigns
- :Tracking key performance measures
- :Identifying areas of concerns in performance
- :Highlighting campaign rejections and discrepancies
- :Monitor the handover summary report
- :Monitoring the campaign report scheduling tool

#### **Capago .SA**

20/09/2010- 08/03/2013

#### **Customer care operations team leader**

- :Call Centre management
- :Visa application administration
- :Auditing inbound and outbound calls
- :Team management
- :System administration
- :Managing the progression of the web site
- :Complaints administration
- :Performance management
- :Survey administration
- :Implementation of procedures and regulations
- :Capturing of data; dispensing and dispatching mail

### **SYSTEMS**

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- :Cps
- :BDS
- :CDDS
- :CACS
- : Law property
- :prospect
- :Enterprise monitor

