

CURRICULUM VITAE

Name: Tholang Tshepang Tidimalo
Postal Address: PO Box 40970, Gaborone
Email: ttidimalo25@gmail.com
Contact: (+267) 75779490/ 73819929

PROFESSIONAL BIO

I have a rich background in debt collection and finance management with over 11 years working experience in retail, debt collection and educational art. I am constantly developing my skills and to grow professionally. I am confident in my ability to come up with strategic ideas in any work environment and industry. Strengths are in debt collection/credit control/sales and marketing. I continue to improve and work on myself because I believe learning never stops.

SUMMARY OF COMPETENCIES

- Time management
- Creative
- Problem solving
- Analytical skills
- Strategic agility
- Customer focus
- Result oriented
- Analytical skills
- Supervisory skills
- Delegation
- Mentoring
- Innovation management
- Attention to detail
- Managing diversity
- Understanding others
- Personal learning
- Technical learning
- Communication skills
- Fairness
- Action oriented
- Priority setting
- Ethics and values
- Integrity and trust

- Work/life balance
- Managerial courage
- Negotiation

PROFESSIONAL DEVELOPMENT

- **DIPLOMA IN BUSINESS ADMINISTRATION**-Alison University
- **TEFL CERTIFICATE- 120 HOURS**- Teachers Record
- **CERTIFIED CUSTOMER CARE REPRESENTATIVE**- iSON Xperiences (ABSA Bank)
- **CERTIFICATE IN PATHWAY TO CARE PROGRAMME- ADULT CARE** (Florence Academy)
- **CERTIFICATE IN PATHWAY TO CARE PROGRAMME- THE 6 C'S OF CARE**
- **CERTIFICATE IN PATHWAY TO CARE PROGRAMME- COMMUNICATION**
- **CERTIFICATE IN PATHWAY TO CARE PROGRAMME- PERSONAL CARE**
- **CERTIFICATE IN PATHWAY TO CARE PROGRAMME- WELLBEING**
- **CERTIFICATE IN PATHWAY TO CARE PROGRAMME- END OF LIFE CARE**
- **CERTIFICATE IN PATHWAY TO CARE PROGRAMME- NUTRITION/ HYDRATION**
- **CERTIFICATE IN FAMILY BUSINESS ENTREPRENEURSHIP** -RMIT University
- **CERTIFICATE IN SUPERVISION SKILLS – MANAGING GROUPS AND EMPLOYEE INTERACTION**- Alison University
- **BOTSWANA GENERAL CERTIFICATE OF SECONDARY EDUCATION (BGCSE)**-Oriental International School

PROFESSIONAL EXPERIENCE

CALL CENTRE AGENT TRAINEE – ISON XPERIENCES (ABSA BANK) - (Jul 2022- Aug 22)

Duties included:

- Takes calls from customers answering questions
- Addressing customer queries
- Informing clients on ABSA products e.g. credit cards, debit cards, loans etc
- Referring customers to relevant HQ departments with relation

DEBT COLLECTION MANAGER -T&L Debt Solutions (Jan 2021- Date)

Duties included:

- Utilize various tracing techniques and strategies to collect personal information of customers

with outstanding debts

- Manage recoveries, non-payment and write-offs
- Management and monitoring of the debt collection process; tracing, customer queries and

payment process

- Contact customers with balances and negotiate payment terms and schedules • Minimize objections for payment and suggest available customer-friendly payment options • Development of bi-weekly account report updates
- Allocating debt collection accounts to subordinates
- Negotiate extended payment plans and the best course of action for customers seeking to avoid further debts
- Use software to keep detailed notes regarding conversations with customers and outcomes • Offer clients several payment options and arrange for the prompt repayment of balances
- Communicate with management and other team members about methods and strategies to ensure a positive rate of customers agreeing to repay their debts
- Issuing of summonses management
- Need analysis of initiation of the legal process

CREDIT CONTROLLER- SUPERVISOR/Gaborone Debt Consultancy (Aug

2019 - Jan 2021)

Duties included:

- Keep track of assigned accounts to identify outstanding debts of
- assigned accounts signed with the company
- Supervise team of five (5) debt collectors strategically

- Develop strategic collection plan course of action to recover outstanding payments
- Locate and contact debtors to inquire of their payment status
- Negotiate payoff deadlines or payment plans
- Collect debt
- Reconcile debt collection accounts monthly

DEBT CONSULTANT-Gaborone Debt Consultancy (Aug 2016 - Aug 2019)

Duties included:

- Create trust relationships with debtors when possible to avoid future issues
- Update account status and database regularly
- Alert superiors of debtors unwilling or unable to pay when necessary
- Comply with requirements when legal action is unavoidable

ART ASSISTANT-Tsholofelo P. School (April 2015 - Aug 2016)

Duties included:

- Assisting with developing clear communications to stakeholders; students, teachers, parents about the curriculum etc.
 - Identifying opportunities for art opportunities within and outside of the scope of the school
 - Coordinating arts and craft activities across the school within the agreed policy framework.
- Engaging the external stakeholders in initiatives (through the Public Relations Department) to maximize public relations benefits to Tsholofelo Primary School

SHOP ATTENDANT-Milky Lane|April (2014-April 2015)

Duties included:

- Delivered a pleasant guest experience through the best combination of food, drinks, gelato and desert
- Responsible for personal bank - ensured accuracy of all financial calculations and returned appropriate change; maintained adequate cash for making change
- Maintained a thorough understanding of all menu items and answered questions regarding food and drink items and their preparations

CHEF-Japanese Restaurant (April 2013-April 2014)

Duties included;

- Controlling and directing food preparation process
- Creating menu items and facilitating food testing with Senior Chefs

- Ensuring food quality
- Managing food stock inventory
- Preparing meals

MERCHANDISER- Pick N Pay (Feb 2010- April 2013)

Duties included:

- Facilitated a debt collection junior staff training
- Increased monthly debt collection revenue by 5.2% as the Debt Collection Supervisor within 2 months of assuming position
- Introduced the Totality Software for efficiency and effectiveness Created an art mural at Tsholofelo P. School

REFERENCES

1. MS. MOAGI
T&L Debt Solutions- Director
72721799
2. MS. MOIRAPULA
Ison XPERIENCES (ABSA)- SUPERVISOR
72509160
3. MS. IKANYENG TSELANNNGWE
Debt Consultancy- Supervisor
76445703
4. MR. MOKGETHI
Milky Lane- Manager
74784161
5. MR. RAMABUSETSA
Debt Consultancy Manager
390 9160
6. MS. RENDO
Tsholofelo P. School- HOD (Lower School)
71962048