

CURRICULUM VITAE OF ALTHEA NATASHA JANTJIES

54D Boundary Road
Eldorado Park
Johannesburg
079 4045 690
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PERSONAL DETAILS

Surname: Jantjies
Maiden Surname: Abrahams
Names: Althea Natasha
Gender: Female
Nationality: South African Citizen
Marital status: Married
Identity number: 900521*****
Driver's License: B (Code 8)

Knowledge and Skills

- Communication (Business written & verbal)
 - Good interpersonal skills and able to work in a team.
 - Organizational and administrative skills.
 - Intermediate MS Office/PC skills
 - Customer service orientation
 - Problem Solving and able to work under pressure
 - Able to adapt to change
 - Telephone Etiquette
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EDUCATIONAL HISTORY

Matriculated – 2007
Willow Mead Secondary

English, Afrikaans, Biology, Economics, Geography, Business Economics

Computer Literacy Microsoft Word
 Microsoft PowerPoint
 Microsoft Excel
 Microsoft Outlook
 Microsoft Access

Tertiary Education

Institution- University of South Africa

Qualification: Higher Certificate in Adult Basic Education and Training

Obtained – 2017

Institution- University of South Africa

Qualification: Bachelor's Degree in Education- Intermediate Phase

3rd Level 2023

SACE Registered

EMPLOYMENT HISTORY

Metal Industries Benefit Funds Administrator

Type of Establishment: Benefit Funds Administrator

Position Held: Call Centre Agent

Duration: August 2016 – Current

My responsibilities on high level include:

- Handle telephone queries.
- Record all calls received.
- Attend to all claims queries received for the Funds.
- Utilizing the documents system correctly (Oculus).
- Basic understanding of MIBFA funds
- Posting and faxing requested documents.
- Forward queries to departments and give feedback to members.
- Assisting companies with electronic submission of contributions

Systems Used: Session, Alex, Oculus, and Business Connect.

Sanlam Sky Solutions

Type of Establishment: Long Term and Short-Term Insurance

Position Held: Customer Service Consultant

Duration: May 2011 – August 2016

My responsibilities on high level include:

- Assisting clients telephonically with queries and maintaining a minimum of 90% on the quality of service provided.
- Cancellation of policies
- Policy amendments, re-instatement of policies and general changes on all policies
- Sending of policy summaries to client via fax, e-mail and post
- Processing, Assessing and escalating of non-risk claims i.e. cash bonuses and Part surrenders.
- Liaising with the claims department in regard to death and hospital claims and providing telephonic and email response to the clients.
- Handling the general email query box by responding via email to client's request
- Assisting clients with online and prepaid policy registration and administration
- Assisting and training of new staff members

Systems Used: Pavlov, FAFA Sky, FAFA Channel, POP, Avaya and Microsoft outlook

Absa Finance

Type of Establishment: Financial Industry

Position Held: Quality Assurance

Duration: May 2010 – April 2011

My responsibilities on high level include:

- Conduct random call assessments for a Flexi Funeral team, Credit Insurance protector team and Financial Advisors support team by listening to calls and rating consultants accordingly to ensure objectivity and quality.
- Conduct weekly feedback session with Team Leaders to discuss individual and team performance.
- Validating calls to ensure the agents deliver quality service to the AICA and AIFA Advisers as well as to ensure compliance to all regularly requirement and process.
- Complete all Quality Assessment reports illustrating consultant's quality scores, trend and Calibration variance.

Systems Used: Siebel and Cosmo Corder

Standard Bank

Type of Establishment: Financial Industry
Position Held: Debt Collections Consultant
Duration: October 2008 – April 2010

My responsibilities on high level include:

- Telephonic collections on delinquent and out of order accounts obtaining a promise to pay for the required amount due
- Refer customer accounts to the relevant admin department auctioning.
- Maintain call activity at agreed levels.
- Confirm/update customer records.
- Refer accounts to trace if no contacts can made
- Comply with product specific policies and procedures.

Systems Used: Davox & Avaya

REFERENCES

Keitumetse Gabaitumele	Metal Industries (Supervisor)	Tell 011 870 2402
Molebogeng Ntombela	SanlamSky (Manager)	Tell 011 359 5567
Herman Geldenhuys	Absa (Team Leader)	Tell 012 001 3089 / 082 900 8775
Chris Trent	Standard Bank (Payroll Agent)	Tell 011 475 4141