

NTHABISENG PEARL MKHWANAZI

CONTACT

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Durban Central, 4001

PROFILE SUMMARY

A results-driven Loan Analyst and Customer Service Specialist with over 5 years of experience in high-pressure call centre and financial environments. Expert in evaluating financial health, managing risk, and delivering exceptional client support. Proven ability to lead teams as a Subject Matter Expert (SME) and maintain high data accuracy under strict deadlines

EDUCATION

WATERLOO SECONDARY SCHOOL

- Matric Certificate
2019

SKILLS

- **Financial Analysis:** Loan risk assessment, debt-to-income evaluation, and financial health auditing.
- **Technical Support:** Fiber and broadband troubleshooting, equipment assignment, and technical escalation.
- **Operational Excellence:** High-volume document processing (80+ documents), QA scorecard adherence, and policy compliance.
- **Leadership:** Team management, query resolution, and client liaison.

WORK EXPERIENCE

CCI Call Centre

Customer Service Agent (TalkTalk ISP)

2024

- Provided technical troubleshooting for fiber, broadband, and landline services.
- Coordinated Openreach and BrightSparks engineers to resolve complex hardware and connection issues.
- Upsold internet packages and managed account information updates with strict adherence to QA scorecards.

Nutun CX

2023 - Till date

Loan Analyst (Amerisave Mortgage Corporation)

- Evaluate applicant financial health, income stability, and industry trends to determine loan viability.
- Identify potential lending risks for individuals and businesses to protect organizational interests.
- Maintain 80% accuracy while processing 80+ high-priority documents in a timely manner.
- Collaborate with team members to calculate risk factors and optimize approval workflows.

Nutun CX

Customer Service Agent (Multi-Campaign)

- Delivered exceptional support across diverse campaigns including Harry and David, Zenni Optical, and Urgently Roadside Assistance.
- **Leadership Highlight:** Appointed as Subject Matter Expert (SME); managed team queries and served as the primary client contact during management leave

REFERENCES

Naida Munoo - CCI Teamleader
064 511 0499

Anele Xola - Nutun Cx Team Leader
067 278 9095

Nobuhle Msimango - Nutun CX Team
Leader : 067 278 9095