

LUFUNO HILDAH MULAUDZI

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Driver's License C1



OBJECTIVE

I am a motivated individual, driven by the ability to make a change in the workplace, charismatic and goal driven. Always keen to learn and pay attention to detail, aspire to further my studies in fields relevant to work, ability to adjust to change and face new challenges, hardworking with determination and consistency, very patient and empathetic to my fellow peers.



EDUCATION

STANDARD 10 (GRADE 12) | LAZARUS NHLAPO TECHNICAL COLLEGE

1996

Subjects Passed

Tshivenda Home Language | English | Accounting | Computer | Office practice | Communication | Biology

Bachelor of Business Administration Degree | SOUTHERN BUSINESS SCHOOL

2016

Exposure

Research methodology | Information management | Business Law | Accounting | Human Resources | Leadership | Financial Management | Strategic management | Corporate governance | Business communication | Business economics | Business management

RE5 | MOONSTONE (FSCA)

2021

Exposure

Regulatory Examination: Representatives in all categories of FSPs

Bachelor of Business Administration Honours | SOUTHERN BUSINESS SCHOOL

2020

Exposure

Research methodology | International Management | Project Management | Human Resources | Leadership | Financial Management | Strategic management | Corporate governance | Business communication | Business economics | Business management



EXPERIENCE

BANK TELLER | STANDARD BANK

17 NOV 1998 – 2005

RESPONSIBILITIES

- Identify customer needs, provide information on new products and services, and direct customers to branch representatives as needed.

- Handle transactions for customers.
- Reconcile cash drawers at the end of your shift, count and package coins and currency, and turn in any excess or damaged currency to the head teller.
- Track, record, report, and store transactional information and special requests.
- Provide a high level of customer service, offering answers and assistance with a smile.

ENQUIRY CLERK | STANDARD BANK

2006 – 2010

RESPONSIBILITIES

- Administration
- Process Customer Transactions.
- Direct Customers to Bank Personnel.
- Verify Personal and Financial Information.
- Support Cash Management Activities.

CUSTOMER SERVICE CONSULTANT | STANDARD BANK

2011 – 2018

RESPONSIBILITIES

- Serve as a point of entry in the branch.
- Handle queries of policy Claims.
- Payments of funds into customer accounts.
- File records for future reference.
- Intake client information, ensure compliance with financial rules, and regulations.
- Ensure customer's banking needs are identified and fulfilled efficiently and cost-effective.
- Open new accounts advising clients on how to handle them.

UNIVERSAL BANKER | STANDARD BANK

2019 – CURRENT

RESPONSIBILITIES

- Handle customer queries.
- Organize workflow.
- Capturing claims of estate late (Deceased).
- People's skills and management.
- Manage queries of enlisted personnel.
- Organize track and managers' daily and weekly schedule.



SKILLS/COMPETENCIES

- | | |
|-----------------------------|---------------------------|
| • MS Office packages | • Quality Control |
| • Research | • Project Management |
| • Problem Solving | • Strategic Planning |
| • Analytical thinking | • Decision-making skills |
| • Leadership | • Time management skills. |
| • Attention to detail | • Financial Management |
| • Accuracy and reliable | • Financial Literacy |
| • Teamwork | • Typing |
| • Good communication skills | |
| • Results driven | |

- High level of integrity



REFERENCES

Name	: Patricia Chewe
Organization	: Standard Bank
Position	: Team Leader Branch
Contact Details	: 015 287 9308