

RESUME

PERSONAL DETAILS

Name: Yolwandle (Yol) Moyo
Date of Birth: 9th September 1975
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SUMMARY PROFILE

- I have worked in an administrative role for over two years which requires excellent attention to detail, and I am therefore highly conscientious in this regard. I have also worked in various aspects of customer services and as a result have developed excellent written and verbal communication skills.
- I have trained and been trained in various in-house computer packages so I am a fast learner and I am very flexible and adaptable,
- As I have often received and given support and training to colleagues, I highly regard the importance of demonstrating appreciation and respect for fellow members of staff.

WORK EXPERIENCE

Cabot Financial – 02 October 2017 – Current

Mortgages Administrator

- I pay and process applications for the Local Property Tax (LPT) and Non-Principal Private Residence Charge (NPPR) for properties on our portfolio.
- I liaise with Revenue and various county councils, via phone, email and post to secure NPPR certs and proof of LPT payments for our solicitors to use when we're selling the properties on our portfolio. It is then essential to liaise with our solicitors and estate agents to ensure this is done in a timely fashion, which requires **time management skills and excellent communication**.
- I manage and distribute incoming and outgoing post, including post sent by courier and registered post, requiring conscientiousness to ensure that cover letters match the documents being sent and I have had no breeches to date.
- I manage 3 email accounts, communicating in a professional manner with management, colleagues and external and internal clients.
- I process payments on SharePoint which entails verification via secured portals and other applications. The payment requests have to be saved on a shared area so I can investigate and respond to any queries. **I also use SharePoint to raise tickets.**
- I also advise our client on any fees due on specific accounts on our portfolio, which requires **exceptional attention to detail**, checking and re-checking figures and calculations.
- I have **created excel files for keeping records** of accounts I'm working on and often have to create files to send to third parties with details they require. These files need to be succinct and user friendly for the client I am sending them to and password protected in line with the GDPR.
- I **answer telephone, email and postal queries** for our clients, adapting my communication to suit vulnerable borrowers, in-line with the GDPR. This involves ensuring that any complaints are **documented and attended to**.
- I am required to **make accurate notes ensuring that important details are included in the summary and the account is updated correctly** e.g. updating the insurance screen with details supplied on the letter of indemnity and saving the letter to the account.

Arvato CRM Solutions (EIR) – 27 February 2017 – 29 September 2017

Collections Advisor Business to Business Back Office Administration

- Reconcile statements and remittances.
- Raise cases to address customer queries such as refund requests, company name changes and setting up direct debit payments etc...
- Apply credit and debits and transfer amounts from one account to another.
- **Investigate** financial and administrative **queries** from customers.
- Manage individual and company email accounts with my colleague responding with in 48hrs.
- Periodically make and receive calls to discuss customers' queries and request remittance advice.
- **Set up folders** in outlook for my colleagues and **assign queries relating to their specific accounts to them.**
- Continue to improve my knowledge of the various systems we use. (I had to learn how to use 16 different systems and master the ones I use most frequently).

Arvato CRM Solutions – 11 June 2015 – April 2017

Customer Services Representative

- Assist customers' process redemptions and advise them of alternative methods of processing them.
- Assess and **establish the most effective way to address customer queries.**
- Advise customers of promotions and discounts.
- **Build rapport** and foster a positive view of our client.
- Contribute to developing methods of improving customer services.
- Investigate and respond to email queries from our complaints department, often **involving calculations** and **clarifying account details** for customers over the phone.
- **Twice awarded Vouchers for excellent customer services (handling particularly challenging calls).**

Jabula Ltd – 15 February 2014 – 29 November 2014

Shop Manager (Shop closed down)

- Managed the social media on the company's website.
- Managed petty cash and banking.
- **Managed stock, orders** and **updated the system** with new prices and orders, which required **exceptional attention to detail.**
- Ensured the shop was always clean and shelves were pleasantly arranged and stocked.
- Maintained an **excellent relationship with new and regular customers.**
- Trained part-time staff.

Rigney Dolphin – Vodafone 20 December 2004 – November 2012

Customer Services Representative (Made redundant)

- I have provided a high standard customer service to Vodafone's business customers
- I was awarded **CSR of The Quarter** (By Rigney Dolphin for perfect attendance) & **CSR of The Month** (by My Postpay team leader for my performance).
- I have **readily adapted to the various teams and products** (including 6months in the Complaints Department).

Nurse On Call – April 2004 – December 2014 (to supplement my income)

Care Worker on call. (I have worked in various hospitals and nursing homes as a care giver).

Parklands Nursery and Montessori Crèche – June 2003 – 01 April 2004

Montessori Childcare Assistant

Child minding and babysitting (for 3 families part-time) – December 2001 – June 2003

Childcare

(I have maintained an excellent relationship with these families to date and sometimes do housesitting and dog minding to date for one of the families).

Above mentioned positions are since my arrival in The Republic of Ireland (01/12/2001).

Cyberplex Africa Private Limited (Zimbabwe) – May 2000 – November 2001

Administration & Marketing Assistant

Part Time Journalist for company's portal – www.allzimbabwe.com

I worked in the **catering industry** (Spurs Restaurant – Holiday Inn) prior to Cyberplex Africa.

FORMAL EDUCATION

Code Institute 24/01/2020 (online course – estimated completion is February 2021)

Full Stack Diploma In Software in Development (***includes SQL & MySQL***)

LIA 22/02/2019

Professional Certificate in Financial Advice - APA (Loans) APA (Pensions)

IBAT College Dublin 24/01/2016

Diploma in Bookkeeping and Payroll (SAGE) (***Distinction***)

High Speed Training 31/10/2016

Bookkeeping for Small Businesses

Skills Team Training Solutions

Certificate of Completion – Manual Handling Training Course (27/08/2013) & Food Safety Level 1 Induction Programme (19/09/2013)

BPP Professional Education

Association of Chartered Certified Accountants – (Not completed)

Westmoreland College

Diploma in Business Studies (ICM)

Business Computer Training

International Certificate in Computer Studies (NCC Education)

Introduction to Programming and Databases

IT Certificate in Computer Programming (awarded by City & Guilds – 02/2003)

Information Technology Diploma in Networking (awarded by City & Guilds - Feb 2003)

List of Unit Credits is available on request.

Bill Keating Center

Certificate in Television Production Direction & Presentation Skills

Cambridge “O” Level Certificate (November 1991)

INTERESTS

Playing Chess; Cooking and Baking; Travelling; Participating in Creative Activities (Writing); Languages & cultures (I learned some Chinese). Reading and Cinema.

REFEREES

(Available on request)