

Tshokolo Vincent Melato

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Professional Profile

Multi-skilled Client Service Professional with 9 years of experience in customer-facing roles within the banking and retail sectors. Recognized for delivering outstanding client service, achieving sales targets, and efficiently managing diverse customer needs including transactions, inquiries, and insurance products. Recently upskilled in Backend Development and DevOps, with growing expertise in Python, Django, and database management — blending financial service experience with a strong foundation in technology and problem-solving.

Core Skills

- Programming: Python, Django
- Web Development: HTML, CSS
- Database Management: MySQL
- Other Technical Skills: Backend Development, DevOps
- Banking Expertise: Sales, Client Services, Cash Handling, Compliance (FAIS)
- Soft Skills: Leadership, Communication, Team Collaboration, Problem Solving

Education

- Backend DevOps – ALX Africa | 2025
- NQF Level 5 Banking Certificate (FAIS) – Cornerstone | 2022
- NQF Level 4 Banking Certificate – Cornerstone | 2022
- Matric (National Senior Certificate) – Relebogile Secondary School | 2010

Professional Experience

Service Consultant / Cashier

Capitec Bank | February 2015 – August 2023

- Delivered consistent sales performance, achieving and surpassing monthly targets.
- Provided top-tier customer service in line with Treating Customers Fairly (TCF) principles.
- Managed distributor operations to ensure product availability and compliance with pricing standards.
- Processed transactions efficiently with a focus on accuracy and fraud prevention.
- Acted as Second-in-Command, demonstrating leadership, mentoring, and team coordination skills.

References

Irene Govender

Branch Manager

■ 072 581 5537

Lesego Kgaswane

Assistant Branch Manager

■ 079 512 6945