

Daisy Machiri

Insurance Administrator and Customer Service Consultant.

Johannesburg, 2001

064 628 6918

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OBJECTIVE

Experienced administrator with a background in customer and financial services seeking a position that will allow me to use my abilities and dependability for both the benefit of myself and employer. My goal is to continue studying accounting and business management to enable my professional growth.

EDUCATION

Mokhulwane Secondary School
Matric 2017

Tshwane South Tvet College
N1-N3 Electrical Engineering
Heavy Current 2019

Ekurhuleni East Tvet College
N4-N6 Electrical Engineering
Heavy Current 2021

Faist (Pty) Ltd
NQF4 Long-term Insurance
Qualification 2022

Experience

1 Feb 2022 – 31 January 2023
Hollard Insurance • Learner – Complaints Department

- Inbound and Outbound Calling
- Compiling minutes and stats
- Capturing information
- Investigating and resolving cases
- Refunding clients
- Generating policy documents
- Cancelling policies
- Reinstating and restarting policies
- Retrieving sales calls
- Processing claims
- Policy Amendments
- Handling queries and request from clients

Systems used: MIP, Respond, Exergy, Sofari, Sovha, Life23, Jira, and Avaya systems

Skills and Languages

Microsoft Office: Outlook, Excel, Word, Teams and PowerPoint

Good Communication Skills: Verbal and Written

Ability to multi-task and get work done

Excellent time management skills

Team working skills

Strong attention to detail

Customer Service

Administration

Proactive

Disciplined

Detail Oriented

Positive attitude

English; Advanced

Sepedi; Advanced

Isizulu; Intermediate

REFERENCES

References

Lynne Lawrence- Hollard Insurance

Line Manager

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071 885 9719

Timothy Hlebelo- Hollard Insurance

Mentor

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071 928 5354
