

Sibabalwe Dyantyi

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### Professional Summary

Customer-focused professional with 3+ years of experience across customer service, credit control, fraud analysis, and data processing. Proven ability to manage high-value accounts, resolve complex credit issues, and drive retention through accurate, compliant, and data-driven operations. Recent experience includes digital associate work across front-end and back-end tasks and AI prompt training. Certified in Google Data Analytics, IT Support, and Cybersecurity, and awarded SANCS25 (Southern Africa–Netherlands School of Cybersecurity) certificate in 2025. Thrives in fast-paced environments with strong communication, attention to detail, and cross-functional collaboration.

### Core Skills

- Customer Service, Account Management, Collections, Credit Rehabilitation
- High-Value Customer Support, Multichannel Support (Email, Phone)
- CRM Systems, Case Management, Documentation, Compliance
- Fraud Detection, SIEM tools, Data Analysis
- Front-end and Back-end exposure, AI Prompting/Training
- Time Management, Problem Solving, Stakeholder Communication
- Tools: Microsoft Office, ArcGIS, Basic SQL

### Work Experience

#### Digital Associate (Candidate)

Capaciti | Cape Town, South Africa | Jul 2025 - Present

- Contribute to front-end and back-end tasks within training projects, following best practices and documentation standards.
- Serve as an AI promptor/trainer: create, test, and optimize prompts to improve model output quality and consistency.
- Collaborate with peers and mentors to deliver iterative improvements, meet deadlines, and maintain accurate records of work.

### Customer Service Specialist (High-Value Accounts)

Nimble | Cape Town, South Africa | Nov 2024 - Jun 2025

- Managed a portfolio of high-value customers, ensuring accounts were credit-clear and profiles were accurately rectified.
- Resolved complex credit and profile issues via email and phone, maintaining professional, compliant communications.
- Coordinated with credit and operations teams to update records in CRM systems and meet SLAs and quality targets.

### Credit Advisor

TFG Financial Services (Retail) | Cape Town, South Africa | Aug 2022 - Apr 2024

- Rehabilitated 150+ customer accounts, reducing delinquency rates by 30% through personalized negotiation and data analysis.
- Ranked in top 5% of performers for consistently exceeding monthly collection targets.
- Improved customer loyalty by collaborating with cross-functional teams to enhance credit profiles.
- Utilized CRM systems to track interactions and ensure compliance with financial regulations.

### Data Processor (Freelance)

Aceolution (IT) | Remote | 2023 - 2024

- Validated 500+ location-based data points (POIs) via field surveys and ArcGIS tools, achieving ~95% database accuracy.
- Collaborated with stakeholders to synchronize updates and meet strict quality benchmarks.

### Fraud Analyst

Home Choice (IT) | Cape Town, South Africa | Nov 2021 - Jul 2022

- Flagged 450+ fraudulent accounts, preventing R2.1M+ in losses by analyzing transaction patterns using SIEM tools.
- Awarded “Cyber Force Agent of the Month” (May 2022) for compliance and reporting accuracy.
- Reinforced customer trust by ensuring secure transactions and adherence to regulatory standards.

## Education

Bachelor of Arts: Philosophy, Political Science & Economics

University of South Africa (UNISA) | Feb 2022 - Dec 2025 (Final year)

## Certifications

- SANCS25 Certificate (Southern Africa–Netherlands School of Cybersecurity) | 2025
- Google Data Analytics Professional Certificate | 2024
- Google IT Support Professional Certificate | 2024
- Google Cybersecurity Professional Certificate | 2024
- Customer Service Excellence | In Progress

## Additional Information

- Languages: English (Fluent – Written & Spoken)
- Shift Availability: Fully flexible for 24/7 rotations
- Technical: CRM systems, SIEM tools, Microsoft Office, ArcGIS, Basic SQL

## References

- Sinxolo Boyi | Legal Head, Home Choice | +27 61 741 2475
- Nozibele Ndebele | Senior Credit Advisor, TFG Financial Services | +27 67 310 8024