

Unathi Monica Sibanda

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Objective

Detail-oriented and versatile professional with experience in administrative support, customer service, and educational assistance. Adept at managing customer inquiries, ensuring compliance with organizational policies, and delivering exceptional service. Seeking a role that will allow me to utilize my skills in a dynamic work environment, contributing to both customer satisfaction and operational efficiency.

Experience

- Total Beyers Naude** May 2022 - December 2022
Administrative Assistant
 - Processed customer requests including policy updates, change of details, and banking information while ensuring compliance with internal policies and procedures.
 - Maintained compliance with operational and regulatory codes, identifying and mitigating potential risks.
 - Assisted customers with product selection based on their needs, successfully upselling services and products.
 - Managed internal and external correspondence, drafting customized responses to non-standard requests and providing efficient telephonic and email support.
 - Managed customer inquiries and resolved issues using first-call resolution techniques, ensuring a high level of customer satisfaction.
- Glenhazel Primary School** May 2023 - July 2024
Assistant Educator
 - Provided classroom support to teachers, assisting in lesson preparation and ensuring smooth daily operations.
 - Worked one-on-one with students to help them understand assignments, assisting in the development of reading, writing, and math skills.
 - Helped manage classroom behavior and reinforced positive learning environments.
 - Coordinated with teachers and parents to monitor student progress and provide support where needed.
 - Assisted in organizing educational materials and maintaining student records.

Education

- Lere la Thuto Secondary School** 2013
Matric Certificate (Grade 12)

Skills

- Customer Relationship Management
- Administrative Support
- Problem Solving and First-Call Resolution
- Compliance and Risk Management
- Upselling and Customer Needs Analysis
- Time Management and Multitasking
- Written and Verbal Communication

Reference

- Peter Motileni - Total Beyers Naude**
Manager
tbn@bbpco.co.za
0812345015
- MR Rasekhuthuma - Glenhazel Primary School**
Principal
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