

Lerato Collee Malindi

Customer Service Consultant

Contact

12304 P Molefe street,
Kwa-Thema
0677775113 / 0813464303
leratocollee16@gmail.com

Objective

Reliable customer service representative with over three years' experience seeking growth and more experience in marketing management

Education

Institution: Tlakula High School,
Kwa-Thema Springs
Qualification: National Senior
Certificate
Year Obtained: 2013

Institution: Benoni East Rand
College
Qualification: Human Resource
Management (N4) Certification
Year obtained: 2015

Experience

July 2019- to current

Customer service consultant • PG Glass

- Ensure proper recordkeeping with regards to deal files to ensure continuity and to deliver on customer expectations.
- Ensure customer pricing is current to ensure accuracy and alignment.
- Register cash quotes and insurance claims
- Update and book authorized claims from Miway, Outsurance and Santam Insurance
- Manage customer relationships through Facebook and CRM System
- SBO and Digicall system Usage
- Monitor and update an Excel spreadsheet to keep track of claims
- Respond timeously to PG Glass social media enquiries
- Take inbound and make outbound calls

July 2018-July 2019

Learnership: Customer service consultant • PG Glass

- To grow, retain and maintain accounts optimally and profitably through cross and upselling of products whilst delivering on low customer effort experience as set out by business
- Ensure service delivery, implementation and management of deals in order to deliver on customer expectations.
- Manage accounts by assisting with queries and overdue accounts relating to customers and grow accounts through cross and upselling of products in the local fitment centers.
- Ensure that local deals are communicated to and implemented by the Fitment Centre responsible and that local deal files are available to audit different deal prices against.

Key Skills

Interpersonal and teamwork skills
Numerical skills
Excellent communicator
Presentation skills
Planning, organizing and self-management
Computer literacy
Selling and negotiation skills

Communication

- Successfully completed Certificate of Competence on communicative contexts
- Liaise daily with customers via email and telephonically to follow up on claims and sell products to potential customers

Computer literacy

- Competent in MS Dynamics 365 CRM system
- Update and maintain Microsoft spreadsheets on daily claims

Interpersonal and teamwork skills

- Communicate daily with Fitment Center on deals and pricing
- Liaise with insurance companies on daily claims and pricing

References

Company Name: PG Glass
Contact Person: Lourez Kaas
Position: Team Leader
Contact Number: 0721821061 / 010 215 2700

Company Name: PG Glass
Contact Person: Crescencia Lloyd
Position: Mentor
Contact Number: 083 276 1520