

Ngomuso Londiwe Miya

121A indudumela street, Meadowlands zone 7,soweto ,1852

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Objective

Customer-focused administrative professional with experience in customer service, insurance support, and back-office operations. Skilled in handling client queries, managing policies, and working with systems like SanPort and Pol360. Strong communicator with excellent telephone etiquette, attention to detail, and the ability to perform well under pressure in fast-paced environments.

Skills

- Call Centre & Telephone Communication
- Customer Service & Client Support
- Customer Relationship Management
- Administrative Support
- Time Management & Multitasking
- Professional Communication Skills
- Teamwork & time management
- Attention to Detail

Experience

- **Benevolent BlueStar** 2025/01 - 2026/01
Back-office support
 - Assisted clients with queries and provided professional customer support.
 - Communicated with clients and doctors regarding documentation and policy-related matters.
 - Maintained accurate client records and handled administrative tasks efficiently.
 - Provided telephonic and email support while ensuring excellent customer service.
 - Worked with sensitive customer information professionally and confidentially.
- **Warthog Insure** 2024/05 - 2024/12
Data capturing and data clearance
 - Accurately captured and updated client and policy information on company systems.
 - Performed data verification and ensured all records were complete and error-free.
 - Handled clearance processes by checking, validating, and processing documentation for approval.
 - Assisted with administrative duties related to insurance policies and client accounts.
 - Maintained confidentiality of sensitive client information at all times.
 - Worked closely with internal teams to ensure smooth workflow and timely processing of requests.
- **Warthog Insure** 2023/10 - 2024/04
Group schemes Administrator
 - Contacted clients daily regarding policy administration and customer support.
 - Assisted customers with insurance-related queries and updates.
 - Managed administrative processes and maintained accurate records.
 - Worked with insurance systems including RMA and Pol360.
 - Ensured professional communication and strong customer relationships

Education

- **Central Johannesburg College** 2023
N6 Marketing Management
Completed N4 – N6 Certificates
- **Tshanibezwe High School** 2018
Matric

Reference

- **Mosile Mokoena - Benevolent Management BlueStar**
Operations Manager
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0665461345
- **Ayanda Mahlangu - Warthoginsure**
Operations Manager
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Additional Information

- Strong verbal and written communication skills in English
- Able to work remotely and independently
- Customer-focused and professional at all times
- Fast learner with the ability to adapt to new systems quickly

TECHNICAL SKILLS

- Microsoft Excel (Advanced): VLOOKUP, HLOOKUP, IF functions, Pivot Tables, Data Tables, Sorting & Filtering, Data Validation
- Microsoft Word: Document formatting, tables, mail merge
- Microsoft Outlook: Email management, scheduling, professional communication
- Insurance Systems: SanPort, Pol360 and RAM
- Record Management & Database Updating
- Report Compilation using Excel