

URIFHE SADIKI

COVER LETTER

Dear Hiring Manager,

I am writing to apply for a Customer Service, Customer Care, Sales, or Call Centre position within your organisation. I have experience in loan consulting, debt collection, financial services, customer service, and sales.

I have strong communication, telephone, negotiation, problem-solving, and customer relationship skills, with experience handling customer queries and performance targets.

I am hardworking, professional, and eager to contribute positively to your team. I would appreciate the opportunity to discuss my application further.

Yours sincerely,

URIFHE SADIKI

072 317 6274

urifhesadiki@gmail.com

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PROFESSIONAL SUMMARY

Customer service and financial services professional with experience in loan consulting, debt collection, customer relationship management, sales support and administration. Skilled in handling customer queries, telephone communication, negotiation, problem-solving and working toward performance targets.

CORE SKILLS

- Customer Care and Customer Service
- Inbound and Outbound Call Centre
- Sales and Lead Conversion
- Debt Collection and Payment Negotiation
- Customer Relationship Management (CRM)
- Loan Consulting and Financial Services
- Customer Query Resolution
- Communication and Negotiation
- Problem Solving and Critical Thinking
- Administrative Support and Record Keeping
- Computer Literacy and Teamwork
- Compliance and Confidentiality
- Driving Licence

PROFESSIONAL EXPERIENCE

Loan Consultant | 12/2023 - 01/2026

Barko Financial Services

- Assisted clients with loan applications and provided information on available lending solutions.
- Delivered customer service and responded to client queries.
- Completed administrative duties and maintained accurate client records.
- Supported clients throughout the loan application and processing process.

Debt Collector | 07/2021 - 03/2023

Vericred Collection

- Contacted customers by telephone regarding outstanding accounts and overdue payments.
- Understood customer circumstances and discussed suitable payment arrangements.
- Negotiated payment commitments while working toward collection and performance targets.
- Handled customer objections, queries and concerns and provided appropriate resolutions.
- Maintained accurate customer and payment information and recorded call outcomes.
- Followed company procedures, confidentiality requirements and compliance standards.

Financial Advisor

Liberty Life

- Promoted financial products and services to prospective clients.
- Provided financial guidance based on client needs and suitability.
- Built and maintained professional client relationships.
- Supported sales activities and worked toward business targets.

EDUCATION

Grade 12 / Matric

Gwamasenga Secondary School

REFERENCES

Available upon request.