

THATO MOLATSELI

904 Vlakfontein Ext 1, 1829, Johannesburg, South Africa | 068 546 6947 | thatamolatseli7@gmail.com

PROFESSIONAL PROFILE

Hardworking, reliable and customer-focused professional with experience in customer service, sales, telemarketing, debt collection and fast-paced call centre environments. Skilled in communicating with different types of customers, handling queries and objections, maintaining accurate records, negotiating payment arrangements and working toward targets. Known for a professional attitude, patience, problem-solving ability, teamwork and willingness to learn. Adaptable and able to work independently or as part of a team in a variety of general workplace environments.

KEY STRENGTHS & TRANSFERABLE SKILLS

Customer Service: Professional customer interaction, query resolution, active listening and empathy.

Communication: Clear verbal communication, professional telephone etiquette and relationship building.

Sales & Service: Product promotion, identifying customer needs, objection handling and working toward targets.

Problem Solving: Understanding customer concerns, finding practical solutions and remaining calm under pressure.

Administration: Accurate data entry, CRM updates, record keeping and handling customer information responsibly.

Work Ethic: Reliable, punctual, adaptable, target-driven and willing to learn new processes and systems.

Teamwork: Comfortable working with colleagues, supervisors and customers while maintaining a positive attitude.

PROFESSIONAL EXPERIENCE

Debt Collection Agent | Nimble Group | Jun 2024 – Jul 2025

- Managed inbound and outbound customer calls professionally and respectfully.
- Contacted customers regarding outstanding accounts and discussed reasons for non-payment.
- Negotiated suitable payment arrangements while working within company procedures.
- Handled customer questions, concerns and objections and worked toward practical solutions.
- Maintained accurate customer information and records during collection activities.
- Remained calm, patient and professional when dealing with difficult or sensitive conversations.

Telemarketing Agent | Clientele Life | Jan 2024 – Jun 2024

- Promoted insurance products through outbound telephone sales and customer engagement.
- Built rapport with customers and identified their needs before presenting suitable products.
- Handled objections confidently and communicated product information clearly.
- Worked toward sales targets in a fast-paced call centre environment.
- Updated CRM records accurately and maintained customer information.

CORE COMPETENCIES

Customer Service • Sales • Debt Collection • Telemarketing • Outbound Calling • Inbound Customer Support • Objection Handling • Complaint/Query Handling • CRM Systems • Salesforce • Microsoft Office • Data Entry • Record Keeping • Communication • Active Listening • Problem Solving • Teamwork • Time Management • Adaptability • Target Driven

EDUCATION

National Senior Certificate — Qalabotjha Secondary School, 2017

ADDITIONAL PROFESSIONAL ATTRIBUTES

- Professional and respectful when dealing with customers, colleagues and management.
- Able to learn new systems, procedures and responsibilities quickly.
- Comfortable working under pressure and meeting deadlines or performance targets.
- Strong willingness to develop professionally and take on new responsibilities.

LANGUAGES

English • Setswana • isiZulu • isiXhosa • Sesotho

REFERENCES

Ms C. Ramatlopela — Assistant Manager, Clientele Life — cramatlopela@clientele.co.za

Mr Sabelo D. — Team Leader, Nimble Group — sabelod@normanbissett.co.za