

# MALEHLOHONOLO MATHAPELO MOTHAGAE

## PROFILE

Customer-focused professional with experience in customer service at Woolworths and 7 months of outbound insurance sales at MSA. Experienced in communicating with customers, promoting insurance products, addressing customer queries, and handling objections professionally. Possesses strong verbal communication, active listening, and relationship-building skills. Seeking a Call Centre Agent or Customer Service position to contribute to customer satisfaction and business performance.

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## CONTACT ME



+27 68 161 0174



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## WORK EXPERIENCE

MSA -CALL CENTRE AGENT  
(OUTBOUND INSURANCE SALES)  
7 MONTHS MARCH 2025-SEPTEMBER 2025

WOOLWORTHS  
CUSTOMER SERVICE  
OCTOBER 2025-SEPTEMBER 2026

## EDUCATION

LENZ PUBLIC SCHOOL  
2020-2024

High school Diploma.

## LANGUAGE

English

## SKILLS

- CUSTOMER SERVICE
- OUTBOUND CALLING
- INSURANCE SALES
- VERBAL COMMUNICATION
- ACTIVE LISTENING
- OBJECTION HANDLING
- NEGOTIATION AND PERSUASION
- CUSTOMER RELATIONSHIP MANAGEMENT
- PROBLEM-SOLVING
- TARGET-DRIVEN PERFORMANCE
- MICROSOFT WORD, EXCEL AND OUTLOOK
- DATA CAPTURING
- CRM AND CALL CENTRE SYSTEMS