THABISO MODISE

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SUMMARY

A self-driven and highly organized professional seeking to leverage strong data entry, customer service, and quality assurance experience as a Claims Administrator at MotoVantage. Proven track record of handling high-volume queries with focus on first-time resolution and strict adherence to Service Level Agreements (SLAs). Adept at document verification, database management, and interacting courteously with clients under pressure in fast-paced corporate environments.

PROFESSIONAL EXPERIENCE

Project Manager **03/2021 - 01/2023**

Inspiration and Aspirations Art and Culture. Johannesburg .

Oversaw project administration timelines, tracking progress against strict delivery mandates.

Coordinated multi-channel communications and handled stakeholder correspondence.

Customer Service & Data Capturing Agent **04/2022 - 07/2023**

3 Way Marketing. Johannesburg .

Executed precise, high-volume data capturing into company databases, ensuring zero errors in client files.

Managed both inbound and outbound customer calls, effectively evaluating client needs and providing instant query resolutions.

Verified customer details and background documentation to ensure proper system compliance.

Employment Seeking & Development **07/2023 - 05/2024**

Actively searched for full-time professional corporate growth opportunities.

Utilised this period to work part-time as an Assurance Arts Teacher at Inspiration and Aspiration.

Maintained community involvement, leadership, and time-management skills. [

Quality Assurance & Sales Representative **05/2024 - present**

Lira Smart. Johannesburg .

Conducted detailed Quality Assurance checks to maintain service standards and operational compliance.

Managed customer communication flows, resolving queries and ensuring accurate documentation.

EDUCATION

National Senior Certificate (Matric) **01/2020 - 12/2020**

Bophelo Impilo Private School. Johannesburg .

COURSES AND CERTIFICATES

Work Readiness **06/2025**

Training Force. Johannesburg .

Developed essential skills for workplace success, including teamwork, communication, and problem-solving. Gained practical knowledge in time management, professional conduct, and adaptation to diverse work

Essential Sales & Negotiation Skills **03/2025**

Training Force. Johannesburg .

Developed essential sales techniques and negotiation strategies through practical exercises and role-playing scenarios. Gained proficiency in understanding client needs, building rapport, and effectively closing deals. Enhanced communication skills and learned to navigate complex discussions to achieve mutually beneficial outcomes.

Customer Services **06/2024**

Training Force. Johannesburg .

Developed effective communication and problem-solving skills through hands-on training in customer service interactions. Gained expertise in conflict resolution, active listening, and building rapport with clients, enhancing overall customer satisfaction and fostering positive relationships in a professional environment.

National Certificate: Contact Centre Operations **03/2024 - 04/2026**

Training Force. Johannesburg .

Gained expertise in contact center management, customer service excellence, and communication strategies. Developed skills in handling customer inquiries, conflict resolution, and performance metrics. Acquired knowledge in technology integration, team dynamics, and quality assurance to enhance operational efficiency.

SKILLS

- Communication & Interaction
- Technical Proficiency
- SLA & Query Management
- Team work
- Quality Assurance
- Claims & Data Administration

REFERENCES

AVAILABLE UPON REQUEST.

ACHIEVEMENTS

- Project Manager Leadership