

NOMATHAMSANQA MQAYI

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EXPERIENCE

August 2013 -Current

Collections Agent, Capitec Bank

Taking calls and assisting clients in setting up arrangements

Educating clients on the importance of keeping to monthly repayments

Assisting clients and the branches with queries, paid-up letters, and reversals

Processing arrears adjustments on customer accounts

Ensuring monthly set targets are met

SECONDMENT POSITIONS

November 2024 – April 2025

Funeral Claims Insurance Agent, Capitec Bank

Accurately document all deceased information

Uploading missing documents to the case

Ensuring cases are prepped in record time

Calling claimants to follow up on missing documents or providing feedback regarding queries logged

August 2024 – October 2024

Chargeback Agent, Capitec Bank

Reviewing incoming chargeback claims to determine their validity based on transaction evidence, customer interaction records, and merchant agreements

Prepare and submit evidence to the card networks or financial institutions to dispute chargebacks on behalf of the company or its clients

January 2007 – December 2011

Debt Collector, MBD Incorporated

Taking calls and assisting clients in setting up arrangements

Educating clients on the importance of keeping to monthly repayments

Keeping accurate records of all communications and payments

Performing tracing on clients who changed their contact information

Ensuring compliance by following the relevant laws and regulations of collections

Ensuring monthly set targets are met

EDUCATION

January 2023- to date (incomplete)

Bachelor's Degree In Human Resource Management, Mancosa

January 2017-2019

Marketing Management Certificate N4-N5, SWGC

SYSTEMS

Vertigo

AWS

Cheetah

Tallyman

Salesforce

S-Track

Excalibur

Bancs

Horizon

SKILLS

Project management

Organizing and Analytic

Data Analysis

Problem-solving

Adaptable & Initiative

Communication Skills