

KAMOHELO THEKISO

CLAIMS ADMINISTRATOR / SUPERVISOR

Gauteng | 9709150618087 | Female |

CONTACT

081 366 9268 /
061 617 2879

kamohelomonzo@gmail.com

49 5th Road, Bramley Kew
Johannesburg, 2091

SKILLS

*Claims Processing

*Customer Service

*Technology Integration

*Team Leadership

*Compliance

*Order Fulfilment

*Quality Control

*Data Analysis

LANGUAGES

*English

*Sesotho

*Isizulu

*Setswana

PROFESSIONAL PROFILE

I have consistently demonstrated a commitment to excellence, evidenced by a proven track record of delivering exceptional results. My proficiency encompasses a blend of technical expertise and strong leadership skills, all underpinned by a steadfast dedication to ensuring client satisfaction. This multifaceted skill set positions me as a valuable and indispensable asset in the field of administration.

WORK EXPERIENCE

Metal Industries Benefits Funds Administrators (MIBFA) Claims Clerk 18 June 2024 – Current

Duties & Responsibilities

- Administration of Claims nationally and internationally (Death, Retirement & Monies in Trust).
- Corresponding with members/beneficiaries in receipt of a pension/Instalment via mail or email.
- Calculating various benefits payable.
- Completing and submitting necessary statistical reports.
- Handling of tax queries and issuing certificates.
- Customer queries relating to pension maintenance and general enquiries.

Woolworths Dash (OneCart) Supervisor April 2022 – 07 June 2024

Duties & Responsibilities

- Orchestrating the allocation and coordination of procurement agents, ensuring an optimal workforce to meet the demands of daily customer orders.
- Proactively identifying and addressing instances of negligence among procurement agents and drivers to uphold operational standards.
- Conducted regular audits to guarantee compliance with internal policies and regulatory requirements
- facilitated regular interactions to address inquiries, provide clarifications, and ensure a seamless exchange of information crucial for order validation.

REFERENCES

1. MIBFA

Bryan Thyse – Supervisor

+(27) 860 10 25 44 /
(+27) 11 870 2000

2. WOOLWORTHS DASH

Kingsley Mabunda / Jade
Hannie – Area Managers

068 200 8378 / 010 476 1400

3. EMS Medical Claims Administrators

Kersh- Manager
081 046 5507 /
011 760 1088

- Spearheading efforts to guarantee timely delivery of customer orders by closely monitoring and supervising driver schedules and routes.

EMS Medical Claims Administrator

Claims Administrator

Duties & Responsibilities

- Captured medical aid claims from ambulance services to medical aids
- Processed claims using the ICD 10 coding standard.
- Conducted regular audits to guarantee compliance with internal policies and regulatory requirements.
- Executed thorough reviews of claim documentation to verify accuracy and compliance with industry standards

EDUCATION

Matriculated- Hoer Tegnieste Skool (2015)

Accounting, Business studies, Economics, Mathematical Literacy

UNISA - Higher certificate in Accounting Sciences

Higher Certificate – Completed November 2023 (Issued 4 June '24)

UNISA - Accounting Sciences in Internal Auditing

Bachelor's Degree – In Progress since 2024