

Boitumelo Mandyu

Injury on Duty Claims Administrator

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064 684 3806 📞

125 Silverbell Street, Centurion 📍

Outgoing Claims Administrator with experience overseeing multiple tasks and managing clients successfully. Hardworking professional, committed to providing outstanding customer service and assistance.

WORK EXPERIENCE

IOD Claims Administrator COID Support

05/2017 - Present Centurion

· Capturing of Injuries on Duty (IOD) claims for clients on the internal capturing system (CRM), on CompEasy (Compensation Fund capturing system) and on RMA (Rand Mutual Assurance) · Sourcing of medical reports from doctors and hospitals once the injured employee has received medical treatment · Assisting employees with permanent disabilities (including diseases) to receive their pension/lump sum due to them · Resolves client queries via the appropriate channel/s within a committed time frame in line with the agreed Service Level Agreement · Ensuring that data is always updated for monthly reports · Resolve enquiries from clients related to COID Act and medical treatment of employees · Assisting with client support and operational queries on claims submitted · Investigated validity of claims and established liability · Embodied claims ethos to communicate effectively with claims handlers and with client-centric focus · Maintained accurate claims information by performing administrative tasks · Follow up with the Compensation Fund / RMA until every stakeholder receives any payment due to them

Junior Marketing Assistant Pinnacle

04/2016 - 05/2017 Midrand

· Assist Marketing Coordinator with vendor events, · Raise sundry/purchase orders, · Planning of events, · Making sure all sufficient PoE for all claims · Market Research · Ensuring that marketing materials are sent out to customers and branches · Assisting with Ad Hoc activities from time to time · Paying attention to detail on all admin submitting · Creating and sending notes correctly · Assisting with Invites and RSVPs for events

EDUCATION

Diploma in Commerce in Marketing Management

Rosebank College

02/2012 - 06/2015 Pretoria

Grade 12

Klerksdorp THS

01/2007 - 11/2011 Klerksdorp

SKILLS

Professional Customer service focused

Claims Management

Planning and time management

Results driven Computer proficiency

LANGUAGES

English
Native or Bilingual Proficiency

Afrikaans
Full Professional Proficiency

Setswana
Full Professional Proficiency

IsiZulu
Full Professional Proficiency

Sepedi
Full Professional Proficiency

REFERENCES

Available upon request