

CV of Emelda More

**Personal Particulars**

<b>Surname</b>	More
<b>First Name</b>	Emelda Kedibone
<b>SA Id No.</b>	900817 0730 083
<b>Drivers License</b>	Code 10 (C1)
<b>Contact Details</b>	066 207 3436; 065 952 6743;082 392 1657 <a href="mailto:tlhoaeleemelda40@gmail.com">tlhoaeleemelda40@gmail.com</a>
<b>Physical Address</b>	2934 Ext 21, Tin Street, Clayville, 1666
<b>Languages</b>	English, Setswana and Zulu

**Qualifications**

Qualification	Institution	Year
Audiology Medical Billing Systems Administrator	VBS Hearing Clinic	2023
Traffic Diploma - Incomplete	Boekenhootkloof Traffic College	2018 - 2019
Certificate in Data Capturing - Production	Amrod Corporates Gifts (Pty) Ltd	2017
Matric	Maruatona Dikobe High School	2009

**Summary of Skills**

Skill
Soft Skills
Negotiation
Customer Service
Tax returns
Invoicing
POS and Till Management
Stock Taking
Merchandising
Data Capturing
Switch Board Management
Good Communication – verbal and written
MS Access
Microsoft Word
Microsoft Excel
Microsoft PowerPoint
Microsoft Outlook
Microsoft Internet Explorer
POS
Till Management
Medical Billing CRM
E-Moyo
Well Beyond Innovation
Kuduwave Profficiency
Audiology Techniques

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Social Media Exposure - LinkedIn, Facebook and WhatsApp

**Employment History**

<b>Company Name</b>	VBS Hearing Clinic
<b>Dates Employed</b>	2019 – 2024
<b>Position</b>	Medical Biller Administrator and Appointment Setter
<b>Duties:</b>	
VBS Hearing Clinic 2019- 2024	
<ul style="list-style-type: none"> <li>• Processing of claims (insurance refund claims)</li> <li>• Responding to customer emails and telephone calls to resolve problems</li> <li>• Review clients account and updates details of payments</li> <li>• Debtors' reconciliation: Ensuring that account is balanced and that payments are posted correctly. Performing completion of claims to payers</li> <li>• Handling queries and accounts</li> <li>• Submitting billing data to the appropriate insurance providers</li> </ul>	
Appointment Setter	
<ul style="list-style-type: none"> <li>• Appointments setting</li> <li>• Achieve maximum repayment for service provider</li> <li>• Research and identify potential customers</li> <li>• Develop and maintain list of prospects</li> <li>• Craft and send targeted emails or messages</li> <li>• Make outbound calls to potential customers</li> <li>• Handle inbound calls and respond to inquiries</li> <li>• Qualify leads based on predetermined criteria</li> <li>• Upgrade CRM (Customer Relationship Management) software</li> </ul>	
Key Achievements	
<ul style="list-style-type: none"> <li>• Constantly exceeded KPI and individual target</li> <li>• Received recognition on several occasions for resolving complex customer service complaints</li> <li>• Retaining key customer service accounts</li> </ul>	
RFL: This was a USA based Company and it closed down in SA	

<b>Company Name</b>	The Department of Community Safety
<b>Dates Employed</b>	March 2018 – April 2019
<b>Position</b>	Trainee Traffic Officer
<b>Duties:</b>	
<ul style="list-style-type: none"> <li>• Enforcing rules on the road, including speed limit, traffic signal and pedestrian crossing</li> <li>• Conducting roadside checks for vehicle safety and driver compliance</li> <li>• Investigating traffic accidents to determine the coarse and identify any potential violation</li> <li>• Issuing tickets for violations like speeding, parking violation and other traffic infractions</li> <li>• Use and handling of a firearm</li> </ul>	

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- All fundamental duties
- Professional contact and all other Traffic subjects.
- Physical training and fitness

RFL: Was a trainee for a year.

<b>Company Name</b>	Amrod Corporate Gifts
<b>Dates Employed</b>	2016 – 2018
<b>Position</b>	HR Assistance/ Production Stats Data Capturer

**Duties:**

- Updating existing records, organizing data for easy retrieval and ensuring data relevance and accuracy over time
- Collection time sheet
- Working with other departments to ensure data is captured and aligned with organizational needs
- Maintaining organized filing systems for both physical and electronic records
- Inputting data into a software, databases, or spreadsheets from various sources like physical documents, forms and electronic files
- Accurately and efficiently entering, updating and maintaining data within computer system or databases
- Worked with different communication tools including inbound and outbound calls and emails
- Collect and submit Reports timeously

RFL: Got this opportunity while waiting on The Department of Community Safety.

<b>Company Name</b>	Amalgamated Piping Industry
<b>Dates Employed</b>	2011 – 2014
<b>Position</b>	Logistics Admin/Receptionist

**Duties:**

- Responsible for performing routine clerical duties such as maintaining letters, memoranda, invoices, and other indexed records arranged in a file according to an established system.
- Retrieved data or correspondence from files as requested within an appropriate time frame.
- Provide quality service to all customers in all assigned tasks while upholding our organisations values at all times.

Assist Logistics Manager and Logistics Coordinators with tasks including but not limited to:

- Running reports
- Purchase Order entry
- Purchase Order confirmations
- Cycle count entry
- Activities in support
- Vendor invoice processing
- Filing, documentation
- Special projects as set by Logistics Manager

General Office

- Opening the mail & distributing it accordingly.
- Answering telephone calls, taking messages or dealing with callers when necessary.
- Keeping fleet vehicles' maintenance, insurance and accident records up to date.
- Booking vehicles repairs and service appointments when needed.

RFL: Career growth and development

**Additional Part-time Employment History**

<b>Company Name</b>	Retail Industries
<b>Dates Employed</b>	2009 – 2011
<b>Position</b>	Various as Below

**Duties:**

EHL Ellerines - Sales Lady

- Opening accounts
- Stock taking
- Receiving stock
- Releasing stock for delivery purposes
- Maintenance of COD and invoices
- Cheque verifications and Filing

The Cold Chains Mecor Solutions - Stock Controller

- Processing purchase orders.
- Receiving Deliveries.
- Reconciling Delivery notes with purchase orders.
- Recording serial numbers where applicable.
- Organising stock on shelves and buckets.
- Place stock in designated areas for ongoing projects.
- Monthly stock take and reconciliation of stock.
- Testing returns and repair equipment.
- Arranging repairs and returns with manufacturers and suppliers.

Administrative Duties

- Entering stock items in the system and allocating them to their respective jobs.
- Monthly stock take and reconciliation of stock.

Dischem Pharmacy – Cashier

- Cash register management
- Debtors
- Customer service
- POS management
- Float management
- Cashing up