



MISS
**JOSELYN
SEHERRIE**



CONTACT

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Sunnyside Pretoria 0002

☎ 0693012510

🚩 South African

SKILLS

- Technical Skills: Microsoft Packaging Data analysis
- Call Centre: Telephonic Etiquette, Communication Skills, Handling Objects, Sales Skills, Direct Marketing, Customer Service (Basic), Presentation Skills
- Organizational
- Critical thinking

LANGUAGES

- Afrikaans First Language Read Write
- English Second Language Read Write

REFERENCES

KGOTHATSO OLIPHANT, Manager
(report to)

Manager, Alternative Dispute Resolution (ADR)

0713961749

KAISER MOYAKHE, Manager (report to)

Manager, Max Law Credit Legal

074 906 3032

MIRANDA CHIANE, Senior Admin Officer

The Road Accident Fund

082 924 2365

MICHELLE WEST, Senior Admin Officer

The Road Accident Fund

0837855567

OBJECTIVE

Detail-oriented Administration Assistant with proven organizational skills and experience in managing office tasks efficiently. Seeking to leverage strong communication and multitasking abilities to support daily operations and enhance productivity in a dynamic work environment while contributing to team success.

PROFESSIONAL EXPERIENCE

ITC CALL CENTRE SALES CONSULTANT

Alternative Dispute Resolution (ADR). Pretoria | 01/09/2025 - 02/10/2025

Duties

Credit profile update

Debt review removal

Update account status and database regularly

Meet targets

Keep accurate records and documents

Negotiating repayment plans

Investigate and resolve discrepancies

Handle questions and complaints

Build trust with debtors

Problem solving

ITC CALL CENTRE SALES CONSULTANT

Maxlaw Credit Legal. Centurion Hennopspark | 04/02/2025 - 31/08/2025

Credit profile update

Delivering persuasive sales pitches to clients

Negotiations and closing of a sale

Maintain accurate records of sales

Generating reports

Increase sales for company by assisting customers telephonically

ADMINISTRATION ASSISTANT

The Road Accident Fund. Pretoria Menlyn | 2008-07-02 - 2023-12-31

Duties:

Assist with Administration duties

General ADHOC Duties

Answering of telephone calls and redirect to appropriate individuals and departments

Allocation of data on RAF Legal Cost System

Allocation of bills to Payment Department

Tracking and tracing claim numbers and claims

Feedback to Stakeholders and Claimants on outstanding claims.

Assist at Reception area and collection of correspondence at Reception Area

Distribution of correspondence

Meeting targets and ensuring targets are met

Working with info.with discretion

Comply with Policies and Procedures of the Organization

CASUAL WORKER

Ackermans Clothing Store. EMalahleni | 2004-12-01 - 2004-12-31

Duties:

Stock control

Ensuring the appearance of the store is up to date

Assist customers

MEROLD MATHEBULA, Former
Administrator Assistant
The Road Accident Fund
060 830 2115

EDUCATION

MATRIC

Hoerskool Generaal Hertzog . EMalahleni Mpumalanga | 2004-01-03 - 2004-12-01

SOFTWARE SPECIALIST DIPLOMA

Boston Business College . EMalahleni Mpumalanga | 2005-01-10 - 2007-03-24

BACHELOR OF BUSINESS ADMINISTRATION DEGREE

MANCOSA . Pretoria Centurion | 2019-07-01 - 2025-05-22

COURSES AND CERTIFICATES

LEGAL COST - LEGAL EDUCATION AND DEVELOPMENT CERTIFICATE

LAW SOCIETY OF SOUTH AFRICA . Online | 12/11/2020 - 12/11/2020

CALL CENTRE COURSE CERTIFICATE

The S-M-L-U (PTY) LTD Planning and Strategic Consulting. Pretoria | 29/07/2025 - 28/07/2025

Completion of training and assessments with the Marketing and Advertising Act of 1993 and South African National Standard of 2004 Edition 1:1

LICENCE

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DATE OF BIRTH

1985/12/25