



Lomile Motaung

Call Center, Receptionist, Administrative & Sales Roles

998a Matlala Street, Naledi, Soweto, South Africa

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Professional Summary

Dedicated, client-focused professional with 2 years' experience in the insurance sector and a strong background in sales consulting, administration, and legal assistance. Highly skilled in customer engagement, policy management, and office administration. Reliable and adaptable, seeking new opportunities in Call Center, Reception, Administration, or Sales positions.

Work Experience

METROPOLITAN MMI – Soweto, Maponya Mall

Jan 2024 – Mar 2025

Sales Consultant / Financial Advisor

- › Engaged prospective clients through inbound/outbound policy sales
- › Identified potential customers and managed referrals
- › Accurately captured client applications and maintained CRM system
- › Provided after-sales service and policy administration support
- › Scheduled meetings and managed confidential information in line with POPI Act
- › Supported branch manager with ad hoc administrative tasks

WESFIN DIRECT SOLUTIONS (Broker for Sanlam, Allan Grey, 1Life & Old Mutual)

May 2023 – Sep 2023

Sales Agent

- › Sold life and funeral cover products via telephone
- › Maintained high service standards and operational excellence
- › Assessed and improved individual sales performance
- › Conducted professional outbound calls, built relationships with new clients
- › Handled end-to-end sales transactions

LIPCO (Legally Independent Peoples Co-operation)

Apr 2015 – Apr 2016

Legal Assistant

- › Assisted legal mediators/managers with client cases (loans, maintenance, debt)
- › Typed legal documents, uploaded files, and managed correspondence
- › Provided client updates and switchboard coverage
- › Performed general office management and MS Office tasks

Education

Grade 12 (National Senior Certificate)

South Africa

Skills

Inbound & Outbound Sales

Client Service & Retention

Customer Relationship Management (CRM)

Policy Administration

Office Administration

Legal Administration

MS Office Suite

Data Capturing

Switchboard Operations

References

Mr. Lesego Putsoa – Manager at Metropolitan
Contact: 073 507 8499

Mr. Wesley Munsamy – Manager at Wesfin Direct Solutions
Contact: 083 643 3044