

# MILDRED MIXO MCHABI

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660 Hedera Street, Ebony Park, Midrand 1635 | mixomchabi@gmail.com

| 078 166 7115

## **To Whom It May Concern,**

I am writing to express my interest in an available administrative, customer service, compliance, receptionist or contact centre position within your organisation. With a solid background in customer service, administration, and compliance, I bring a well-rounded set of skills and a passion for supporting both clients and teams effectively. My previous position at SAICA has further developed my professional and communication skills, and I am eager to continue contributing to an organisation where I can grow and make an impact.

I am reliable, organised, and always eager to take on new challenges. I have my own transport and a valid driver's licence, which adds to my flexibility. Please find my CV attached for further details on my experience and qualifications.

Thank you for considering my application. I look forward to the opportunity to discuss how I can contribute to your team.

Sincerely,  
Mildred Mixo Mchabi

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|mixomchabi@gmail.com | 078 166 7115

Own Vehicle | Valid Driver's Licence

LinkedIn: <https://www.linkedin.com/in/mildred-mixo-mchabi-8868b4166>

## CAREER OBJECTIVE

I'm a driven and reliable professional with experience in administration, client support, and compliance. I bring strong organisational skills, attention to detail, and a commitment to excellence. I'm now seeking a role where I can apply my knowledge, continue learning, and contribute to business growth.

## PROFESSIONAL EXPERIENCE

**Contact Centre Agent** – SAICA (Illovo, Sandton) September 2024  
– August 2025

- Handle client queries professionally through multiple channels
- Capture data, update records, and support compliance operations
- Participate in training and team collaboration activities

**Assistant Branch Coordinator** - SafetyCloud (NOSA Vanderbijlpark)  
April 2023 – July 2023

- Managed training logistics, attendance registers, and supplier coordination
- Ensured smooth certificate distribution and compliance documentation
- Maintained stock and handled uploads to the Odyssey system

**Audit Administrator** – SafetyCloud (NOSA Centurion) August  
2022 – March 2023

- Processed and distributed audit reports and certificates
- Managed peer review documentation and responded to client queries
- Monitored stock and maintained compliance with data protection (POPIA)
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**Financial Advisor** – ZMG Consulting (Old Mutual) March  
2021 – July 2022

- Provided tailored financial advice to clients
- Recruited and retained clients through in-person and phone consultations
- Handled policy applications and follow-ups

**Cashier** – McDonald's  
November 2019 – November 2020

- Took customer orders, processed payments, and resolved basic complaints
- Assisted in food prep during busy hours

**Translator** – Ilanga Outsourcing (Saint Gobain) August  
2019 – October 2019

- Translated documents and media content
- Worked with colleagues and online tools to ensure accurate communication

## **EDUCATION & CERTIFICATIONS**

Higher Certificate in Criminal Justice – University of South Africa (2025)

Diploma in Journalism – IIE Rosebank College (2019)

National Senior Certificate – Kheto Nxumalo (2016)

## **SKILLS & COMPETENCIES**

- Administrative & Client Support
- Call Centre/Contact Centre Experience
- Excellent Communication (Verbal & Written)
- Microsoft Office Suite (Excel, Outlook, Word)
- Data Capture & Record Management
- Compliance Awareness
- Time Management & Multi-tasking
- Own Car & Valid Driver's Licence

## **REFERENCES**

Thoko Phakathi  
011 691 8000 / 0787925342

Gladys Lebeko  
011 691 8000

Carol Mhlophe  
081 781 9809