

Morwesi Prudence Gumani

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Objective

Experienced transaction processing and customer service supervisor with 13+ years of expertise in data management, workflow optimization, and team leadership. Proficient in quality control, compliance, and process improvement. Seeking to leverage skills in operational efficiency and stakeholder engagement to contribute meaningfully to organizational growth and success in a challenging role.

Experience

Electronic Toll Collections: Transaction Processing and Payroll Supervisor **2015 - 2024**

- Supervise transaction processing staff, assign tasks, and ensure workflow efficiency.
- Oversee accurate and timely processing of payments, invoices, and refunds.
- Monitor transaction volumes and ensure compliance with service level agreements (SLAs).
- Implement quality control measures and audit transaction records to minimize errors.
- Generate daily, weekly, and monthly reports on transaction activity.
- Identify workflow inefficiencies and collaborate with IT to implement process improvements.
- Ensure compliance with regulatory requirements and update the team on changes.
- Communicate with clients and stakeholders to resolve transaction issues.
- Provide training and development for staff.
- Monitor for fraud and manage team performance.

Electronic Toll Collections: Customer Service Supervisor (Nominations and Reps) **2011 - 2015**

- Monitoring and managing a team of customer service representatives.
- Training and mentoring new hires and providing ongoing training for all staff.
- Handling escalated customer complaints and queries
- Setting and implementing customer service policies and procedures
- Assessing the team's performance and providing constructive feedback
- Keeping accurate records of customer interactions, transactions, comments, and complaints
- Communicating with other departments to resolve customer issues
- Creating and implementing strategies to improve the quality of customer service
- Preparing and presenting regular performance reports to senior management
- Ensuring compliance with company policies and applicable laws

Plus94 Research: Data Processing Supervisor (Editing/Coding)**2007 - 2011**

- Supervise data editing and coding teams, assign tasks, and ensure training.
- Monitor team performance to meet deadlines and quality standards.
- Ensure data accuracy through quality control checks and error corrections.
- Develop and maintain coding frameworks for survey responses and update as needed.
- Oversee data validation, cleaning, and correction procedures.
- Collaborate with research teams to align data processing with project goals.
- Optimize processes by implementing automation tools and improving efficiency.
- Maintain records of data processing, coding rules, and quality checks.
- Train staff and ensure compliance with industry standards and data regulations.

Plus94 Research: Project Coordinator/Administrator**2006 - 2007**

- Assist in creating project plans, timelines, and deliverables for RAMS and AMPS.
- Coordinate teams (researchers, analysts, field workers) to maintain project schedules.
- Oversee data collection, ensure quality and adherence to methodologies.
- Provide team support and serve as a communication point between stakeholders.
- Maintain project documentation and distribute regular status reports.
- Monitor project budgets, assist with financial forecasting, and manage invoicing.
- Ensure data integrity through quality control measures and address discrepancies.
- Communicate updates to stakeholders and manage inquiries.
- Identify project risks and develop mitigation plans.
- Ensure compliance with industry standards, ethical guidelines, and data privacy laws.

Plus94 Research: Agent (Call Centre, Data Capturing, Field, Editing and Coding) 2005 - 2006**Editing Personnel:**

- Review questionnaire flow and open-ended responses (proofreading).
- Address queries, attend briefings, and ensure questionnaires are correctly completed.

Coding Personnel:

- Conduct Nipo, internet, and pen-to-paper coding.
- Extract/group codes, update code sheets, allocate new codes, perform quality checks, and batch documents.

Capturing:

- Input questionnaire data into systems for readability across varied projects.

Call Centre:

- Contact respondent for interviews about client products or services.

Field Work/Data Collection:

- Perform face-to-face data collection on services or products.

Education

Unisa, Bachelor of Accounting Science in Management Accounting

in-progress

Major: Management Accounting

First year completed Aggregate (64%)

Second year in progress.

Unisa, Higher Certificate in Accounting Science

2023

Major: Accounting

I have gained foundational knowledge in accounting, finance, and related fields, which equipped me with essential skills for entry-level accounting roles. It covers financial accounting, business law, and management principles, preparing me for careers in financial services, bookkeeping, and accounting support positions.

APMG International (Pink Elephant), Agile Project Management

2022

Major: Project Management

I have gained knowledge of Agile principles, iterative project delivery, stakeholder collaboration, and adaptability to change, enabling me to effectively manage projects and drive successful outcomes in dynamic, demanding environments.

Skills & abilities

- Financial Reporting & Reconciliation
- Data Analysis & Accuracy
- Internal Controls & Compliance
- Payroll Concepts (currently studying toward BCom in Management Accounting)
- Microsoft Excel (Pivot Tables, VLOOKUP, formulas)
- Leadership & Team Management
- Staff Training & Performance Coaching
- Stakeholder Engagement and Risk assessment
- Confidentiality & Ethical Standards
- Time Management & Process Improvement
- Conflict Resolution and Problem Solving
- Critical and Analytical Thinking
- Professionalism and Adaptability

References

Plus 94 Research

Direct Manager: Rafal Pasich and Steven Mugeru

Contact No: 011 327-2020

Colleague/Friend: Jayshree Chandler

Contact No: 0823332684

Electronic Toll Collection

Direct Manager: Irvin Tshabalala / Thabiso Shandu

Contact No: 011 082 2000/ 071 498 3614 / 073 157 0276.

Colleague/Friend: Olive Ogbonna

Contact No: 083 995 5189

