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# MPHO RAMOLEFI

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## Summary

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Dynamic accounting professional with a solid background in customer relationship management and conflict resolution. Experienced in preparing financial statements and conducting audits, consistently improving service delivery and client satisfaction.

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## Skills

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- Financial reporting
  - Audit procedures
  - Cloud accounting software
  - Spreadsheet management
  - Account reconciliation
  - CRM
  - Conflict management
  - Escalation processes
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## Experience

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### Bookkeeper/Junior Accountant Brendmo Chartered Accountants

05/2025 to 10/2025  
Johannesburg, South Africa

- Supported preparation of financial statements and reports for client accounts, enhancing transparency and accuracy.
- Worked with spreadsheets, cloud-based accounting software and bank account statements.
- Researched and implemented best practices to improve audit results.
- Contributed to detailed audit reports for management review, facilitating informed decision-making.
- Reviewed financial documents, such as account statements and invoices, to ensure accuracy.
- Ensured compliance with applicable laws, regulations, and professional standards when performing audits.
- Performed detailed audit procedures in accordance with IFRS standards.
- Set up audit work paper files and developed client documentation request list.
- Executed follow-up audits to assess management's interventions and ensure compliance with audit recommendations.
- Assisted with the preparation of audit working papers, documenting audit tests and findings.
- Performed analytical procedures to identify unusual trends or anomalies in financial data.
- Maintained financial data in accounting software for easy access.
- Assisted with the preparation of financial statements including income statements, and Management Accounts.

### Customer Service Representative MTN SA

03/2017 to 12/2023  
Johannesburg, South Africa

- Assisted customers with mobile services and billing inquiries, ensuring accurate information and resolution.
- Resolved customer complaints through effective communication and problem-solving skills.
- Processed service requests and account changes using internal systems and tools.
- Educated customers on new products and promotions, improving overall customer engagement and satisfaction.
- Collaborated with team members to improve service delivery and customer satisfaction.
- Documented customer interactions accurately in the company's database system.
- Followed up on escalated issues to ensure timely resolution for customer concerns.
- Answered customer inquiries and provided accurate information regarding products and services.
- Resolved customer issues with knowledgeable and friendly service, fostering high levels of customer satisfaction.
- Performed administrative tasks such as filing paperwork, updating databases and generating reports.

- Developed positive relationships with customers through friendly interactions.
- Documented customer interactions and solutions in the support ticketing system.
- Educated customers on fiber products, services, and troubleshooting techniques.
- Analyzed customer feedback to identify trends and recommend improvements.
- Assessed customer needs via surveys or interviews and recommended appropriate solutions.
- Recommended upgrades or changes based on analysis of current trends in the industry.
- Consulted with vendors regarding pricing options for fiber-optic components or services.
- Developed and implemented innovative methods to streamline processes and resolve issues efficiently.

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### Education and Training

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**Bachelor of Commerce: Accounting Sciences**

**06/2023**

University of South Africa

Pretoria

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### Languages

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English:	C2	Sotho:	Native
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**Proficient (C2)**

Native

Zulu:

C1

**Advanced (C1)**

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### Certifications & Licenses

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Quickbooks

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### Awards & Honors

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MTN Top Performer Award, April 2019 – Best Customer Service.

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### References

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References available upon request.