

# Amanda Matshatshe

Public Relations | Marketing | Communications | Executive & Customer Support

📞 078 2207 236/ 078 1585 904 ✉️ [amatshatshe@gmail.com](mailto:amatshatshe@gmail.com)

---

## PROFESSIONAL SUMMARY

Results-driven Public Relations and Communications professional with over 5 years of experience supporting marketing teams, managing executive administration, coordinating campaigns, and delivering high-quality customer service. Proven ability to manage multiple priorities in fast-paced environments while maintaining strong attention to detail, professionalism, and stakeholder relationships.

---

## WORK EXPERIENCE

### Marketing and executive assistant

#### Agility Insurance Administrator (AIA) | Dec 2023 - Present

- Managing social media platforms by posting updates and responding to comments and messages
- Provided marketing and executive support to senior marketing managers: calendar management, travel coordination, and attending logistics of meetings.
- Prepare and deliver promotional presentations.
- Handled high-volume inbound customer calls daily while maintaining service-level agreements and high customer satisfaction
- Handle sensitive information with discretion while prioritising urgent matters
- Communicate directly with clients and encourage trusting relationships.
- Capturing and updating Agility Gap & CoPay members data on Jarvis system.
- Process Healthcard department funds allocations, card activations via the PayCentral system, and resolve member inquiries, including StaffCare and Gap & CoPay department.

### Client Service Agent

#### Agility Health | Apr 2022 - Nov 2023

- Greeting customers in a friendly, professional manner using the suggested script
- Answer high-volume inbound customer calls via an automated phone system
- Advising members and practices of outstanding co-payments
- Providing extant and prospective members with the details of network providers.
- Escalate claims or questions related to medical care to my team leader
- Advising members and practices of the outcome of claims submitted
- Ensure all accounts are followed up and provide feedback to members and providers

- Drafting savings and contributions refunds according to administration processes within the service level agreements
- Building relationships with members and service providers
- Record all appropriate member notes on member's profile
- Process remittances for members and service providers, ensuring all is sent out in a timely manner
- Operating switchboard and answering and forwarding incoming telephone calls
- Assisting walk in members with inquiries
- Testing call centre lines, preparing SLA weekly reports

**Customer Service Representative & Administrative Support  
Luvulo Brothers Transport | Jan 2020 – Aug 2021**

- Attending customer queries telephonically and via Facebook page
- Assist customers to book bus tickets online
- Dealing with problems such as delays, ticket cancellations
- Follow up customer calls when necessary
- Receive incoming and make outgoing calls, filing, prepare Invoices and quotations, typing correspondences for the organization, take minutes of the meetings
- Operate fax and photocopy machine, data capturing, Control stationery and prepare payments for staff
- Internal & External Communication, verification of information on scholar transport invoices and claims
- Building relationships with clients
- Performing general bookkeeping functions.

**Brand Ambassador  
Tyme Bank | Jun 2018 – Jul 2019**

- Promoted digital banking services: Assisting customers with registration for money transfer Ensure that necessary documents are available before registering accounts.
- Provided customer service using extensive knowledge of digital Banking.
- Snapped professional quality photographs to use on social media channels for promotional campaigns.
- Set up and broke down promotional booths and tents, talked to potential customers and stakeholders for successful promotional events.
- Increased brand awareness, conducted field recruiting and attended over six industry events annually

**Communications & Secretary Intern  
Department of Roads and Public Works | Apr 2016 – Mar 2017**

- Management of Regional Director's diary, co-ordination of daily activities, scheduling and recording of all meetings and appointments, completion of flights, transport and accommodation reservation and type correspondences for the Regional Director)

- Receiving, recording and acknowledgment of incoming and outgoing mail internally to distribute to the relevant managers and track outstanding issues
- Created and updated physical records and digital files to maintain current, accurate and compliant documentation.
- Communicated with customers via phone and email to confirm deliveries and respond to inquiries.
- Conducted thorough research using diverse resources to assist professional staff with routine and special project tasks.
- Created and maintained detailed administrative processes and procedures to drive efficiency and accuracy.

### **Work-Integrated Learning (WIL) student**

#### **The Centre for Psychological Services & Career Development (PsyCaD), University of Johannesburg | Feb 2014 – Feb 2015**

- Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Developed and updated student and employee files, always maintaining confidentiality.
- Asked customers open-ended questions to better understand what appropriate offers.
- PsyCaD marketing and awareness creation of academic development and support services on campus
- Update the university's first year seminar and National Benchmark Test websites and assist students in registering for NBT

## **EDUCATION**

### **National Diploma Public Relations and Communications**

**Jan 2008 – Nov 2012**

University Of Johannesburg

### **Grade 12**

Rode Senior Secondary School (2006 – 2007)

**Jan 2003 – Dec 2007**

## **CERTIFICATIONS**

- Understanding FICA (2025)
- Advance Microsoft Excel Office (2015)

## **Skills**

- **Marketing & Communications:** Social Media Management, Brand Promotion, Content Creation, Public Relations
- **Administrative Support:** Executive Assistance, Calendar Management, Travel Coordination, Data Entry
- **Customer Services:** Client Relations, Conflict Resolution, High-Call Volume Support
- **Technical Skills:** Microsoft Office (Advanced), PayCentral, Jarvis System, Digital Banking Platforms, and Canva

## **REFERENCES**

Available on request.