

Nthabiseng Josephina Moloji

Boksburg, Gauteng | Code 10 (C1) Driver's License | Availability: Immediate

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Career Objective

Seeking an Administrator, Data Capturer, Customer Service Consultant, Sales Representative, Account analyst and Universal Banker role where I can utilize my extensive experience in customer service, data management, and organizational coordination to support efficient business Operations, maintain compliance, enhance productivity, and contribute to organizational success.

Professional Summary

Dedicated and detail-oriented professional with a National Diploma in Business Management and a strong background in banking, customer relations, and administrative support. Experienced in handling financial documentation, maintaining client relationships, and ensuring compliance within a structured corporate environment. Recognized for exceptional communication, problem-solving, and multitasking abilities, with proven expertise in data accuracy, client service, and operational efficiency.

Professional Experience

- Driver | Takealot | August 2023 – May 2024
 - Executed deliveries efficiently, maintaining high client satisfaction and on-time performance.
 - Managed route planning, recordkeeping, and client communication with accuracy and professionalism.
 - Demonstrated strong time management and organizational skills under tight deadlines.
- Universal Banker Private Clients | Standard Bank | June 2022 – April 2023
 - Built and maintained strong relationships with private banking clients, providing tailored financial solutions.
 - Managed client portfolios, opened accounts, processed lending, and handled home loan and vehicle finance applications.
 - Used SAP, Microsoft Office, Salesforce, Power BI, AWS, CQM, CRM, and AVAYA for service management and reporting.

- Administrator | Standard Bank | November 2020 – May 2022
 - Coordinated meetings, events, and appointments with internal and external stakeholders.
 - Processed client mandates and ensured data compliance and accuracy for secure recordkeeping.
 - Supported branch operations and improved administrative workflow efficiency.
- Account Analyst | Standard Bank | March 2018 – October 2020
 - Managed business banking accounts and analyzed financial data for risk and credit assessment.
 - Handled service queries and cross-selling opportunities to enhance client satisfaction.
 - Maintained compliance and documentation for business portfolios and transactions.
- Sales and Service Consultant | Standard Bank | January 2016 – February 2018
 - Advised clients on banking products, loans, and investment options to meet financial goals.
 - Processed transactions and ensured regulatory compliance in all client dealings.
 - Maintained strong customer service and achieved high client retention rates.
- Receptionist | Standard Bank | October 2015 – December 2015
 - Welcomed clients, managed the switchboard, and directed inquiries to relevant departments.
 - Organized meetings and assisted clients with ATM and self-service kiosk operations.
- Enquiries Clerk | Standard Bank | July 2014 – September 2015
 - Processed account statements, debit order amendments, and card issuances.
 - Handled customer information updates and document scanning with high attention to detail.
- Teller | Standard Bank | September 2013 – June 2014
 - Processed deposits, withdrawals, and cheque transactions while ensuring cash accuracy.
 - Balanced tills and ATMs daily, maintaining accountability and compliance.
- Data Capturer | Quest Staffing Solutions | March 2013 – May 2013
 - Performed data entry, validation, and quality assurance with a high degree of accuracy.
 - Maintained data confidentiality and supported reporting for management review.

Professional Expertise

Communication | Teamwork | Relationship Management | Professionalism | Customer Relations | Microsoft Office | Business Acumen | Risk and Compliance | Problem Solving | Adaptability | Time Management | Data Management | Reporting | Recordkeeping

Education

Certificate in Banking | Cornerstone Institute | 2023

National Diploma in Business Management | University of Johannesburg | 2013

Matric Certificate | Reshogofaditswe Secondary School | 2009

References

Available upon request.