

Oratile Shalati Baloyi

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Objective

Highly organized and detail-oriented individual with a Diploma in Administrative Information Management and a higher certificate in Accounting, with experience in administrative and banking environments. Proven ability to manage schedules, handle client communication, maintain accurate records, and support daily operations. Skilled in Microsoft Office Suite, document control, customer service, and data capturing. Known for professionalism, discretion, and the ability to multitask under pressure.

Personal Details

- Nationality : South African
- Drivers License : Code 10

Experience

- **Absa Bank** June 2024 - December 2025
Private wealth assist virtual consultant
 - Provide priority end-to-end virtual support for Private Banking clients and virtual bankers
 - Track and analyze the root cause trends to improve customer complaints and escalations.
 - Handle and execute customer's transactional and general requests according to Policies and Procedures within specific Service Level Agreement time lines.
 - Logging and tracking customer complaints using internal systems to ensure resolution and escalation.
 - Adhere and comply with standard operating procedure through delivering quality information in accordance to business specifics.
- **City of Johannesburg (Fire Safety)** June 2023 - December 2023
Administrative Assistant
 - Delivered day-to-day administrative and data entry support for the department.
 - Managed internal communication via email and phone; prioritised inquiries and escalated as necessary
 - Compiled monthly reports and maintained departmental filing systems.
 - Processed, sent, and tracked outgoing/incoming documentation.
 - Supported senior staff with secretarial tasks and appointment coordination.

Education

- **Tshwane university of technology** 2023
Diploma in Administrative information management
- **Tshwane university of technology** 2020
Higher certificate in accounting
- **Lenasia secondary school** 2018
Grade 12

Skills

- Office Administration & Clerical Support.
- Excellent Written and verbal communication environments.
- Data capturing, verification, and processing
- Excellent problem solving skills and attention to detail
- Microsoft Office (Word, Excel, PowerPoint, Outlook, Access, Publisher)