

ABOUT ME

DEVELOPED ABILITIES

My working experience has enabled me to adapt to the working environment of a large organization and it has improved my communication with my colleagues.

SKILLS AND ABILITIES

Communication Skills: My proficiency in five languages enables me to communicate and interact confidently and cross culturally with different people and other community members. As such, I am able to initiate a conversation with people and argue a point successfully and also persuade others to see my point of view clearly.

TEAM- BUILDING

Co-operation with other people is one of my most valuable interpersonal relationship skills. Therefore, I believe it is more satisfying to work with others but I can also work as an individual if I am required to.

BALANCE

I am having a balance personality, highly focused, creative, willing to learn, organized and methodical, yet still flexible enough to respond to different work environment.

ACHIEVEMENTS

RE5
N4 & N5 HR Management
Contact Centre leadership certificate
Coglab certificate (Analytical and creative thinking)
EF SET Certificate

Octavia Molefi Motholo

Quality Assurance Specialist

PERSONAL DETAILS

NATIONALITY	South African
ID NUMBER	9002245227084
RESIDENTIAL AREA	Location: 3729 Pine Crescent, Thubelisha Phase1, Doornkop Ext 1, Dobsonville 1863 27 73 311 8112
CONTACT DETAILS	
E – MAIL	motholomolefi28@gmail.com motholo_o@yahoo.com
MARTITAL STATUS	Single
DEPENDENTS	Two
DRIVERS LICENSE	Code 10
LANGUAGES	Sesotho, English, Tswana, Zulu, Xhosa
NOTICE PERIOD	Immediately

EDUCATION

GRADE 12

Emdeni Secondary School

English,
Setswana,
Business Studies
Mathematics
Life Science
Life Orientation
Physical Science

Human Resource Management South West Gauteng College

Personnel Management
Personnel Training
Management Communication
Labour Relations
Computer Practice
Enterpreuershship and Business management

EXPERIENCE

Quality Assurance Specialist **Oneplan Insurance**

- Ensure quality of calls by call center Consultants meet company policy and procedure in terms of legality and professionalism.
- Effectively monitor and evaluate clients and call centre agent interaction within the operation space(Sales, Customer Care,) and recommend process using appropriate tools.
- Develop and implement quality assurance processes and procedure for short term insurance products and services.
- Collaborate with cross-functional teams to identify areas for improvement and implement corrective actions as necessary.
- Provides extensive feedback and recommendation for improvements as per the QA measurements, processes and control.
- Monitoring and evaluating technical training provision and outputs and client interactions.
- Provide feedback to Operations Managers and compliance when required and as requested by Managers in relation to non-compliance to processes, quality of interaction with client, work instructions and systems functionality.
- Conduct detailed review and analysis of insurance policies and customer care to ensure accuracy, completeness, and adherence to underwriting guidelines.

16 July 2018 – current

Quality Assurance Consultant **Harambee Youth Employment Accelerator**

- Listening to calls and evaluate them
- Coaching and mentoring call center consultants to ensure weekly targets are met;
- Ensure quality of calls by call center Consultants meet company policy and procedure in terms of legality and professionalism
- Monitoring of call center consultants.
- Feedback/report writing
- Monitor, measurement and review of internal process.

02 January 2015 – 08 May 2018

Call Centre Agent **Harambee Youth Employment Accelerator**

- Calling potential candidates and screening them through the phone to ensure if they meet the company criteria.
- Data Capturing, Capturing candidate information of the system to create data base. Taking candidates through assessments.

02 January 2014 – 15 December 2014

REFERENCES

Oneplan Insurance

Name : Jashvir Singh

Position : QA Enablement Manager

Company : Oneplan Insurance

Contact number : 27605662079

Name : Mpho Lifero :

Position: Quality Assurance Lead

Company : Oneplan Insurance

Contact details : 27718669510

REFERENCES

Harambee Youth Employment Accelerator

Name : Porta Pooe

Position : Manager (QA)

Company : Harambee Youth Employment Accelerator

Contact numbers : 27734444610

Name : Chris Cilengi

Position : QA Team Leader

Company : Harambee Youth Employment Accelerator

Contact number : 27727371617 REFERENCES

Name : Thandiwe Zata

Position : Manager (Contact Centre)

Company : Harambee Youth Employment Accelerator

Contact numbers : 27780862258

Name : Jonah Mofokeng

Position : Call Centre Team Leader

Company : Harambee Youth Employment Accelerator

Contact number : 2774330791