

Palesa Portia Macingwane

Project Coordinator | Client Liaison Specialist | Claims & Onboarding Expert | Risk Management Certified

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PROFESSIONAL PROFILE

Results-driven Project Coordinator and Client Liaison Officer with over 15 years of experience in project administration, claims processing, and client relationship management within the banking, insurance, and corporate sectors. Skilled in risk management, onboarding, ITSM systems (BMC Remedy), and delivering exceptional customer service. Adept at streamlining operations, ensuring compliance, and driving project efficiency from initiation to completion. Seeking to leverage expertise in stakeholder engagement, process improvement, and system optimization to contribute to organizational success.

CORE COMPETENCIES

Project Planning & Coordination | Client Relationship Management | Claims Assessment & Processing (HOC) | Risk Management & Compliance | BMC Remedy ITSM & AR Systems | KYC & CRM Systems | Onboarding | Training Facilitation | Complaint Resolution | SLA Management | Administrative Support | Data Management | Avaya Telephony Systems | Applicant Tracking Systems (ATS) | Attention to Detail | Analytical Thinking | Ability to Work Under Pressure | Communication Skills | Decision Making Skills | Deadline Driven | Leadership Skills | Organisational Skills | Self Motivated | Teamwork | Time Management | Systematic | Interpersonal Skills | Problem Solving | Multilingual Language Fluency (Setswana, Zulu, Xhosa) | Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Visio) | Internet

PROFESSIONAL EXPERIENCE

Project Coordinator & Remedy Specialist

Energy at Work Projects | September 2022 – September 2024

- Managed 5+ concurrent projects, meeting 95% of deadlines and quality targets.
- Streamlined workflow processes in Remedy ITSM, reducing ticket resolution time by 18%.
- Facilitated weekly project meetings with 10–15 team members, improving communication and milestone tracking.
- Configured and optimized Remedy workflows, increasing system efficiency by 25%.
- Coordinated system integrations impacting over 200 users across departments.
- Resolved an average of 30+ Remedy support queries weekly, ensuring minimal downtime.
- Maintained system uptime at 99.8% through proactive monitoring and maintenance.

HOC Claims Consultant

Standard Bank (Energy at Work Projects) | March 2022 – June 2022

- Processed and resolved 50+ homeowner's insurance claims per month, achieving 98% SLA compliance.
- Verified documentation accuracy, reducing claim processing delays by 20%.
- Partnered with adjusters and inspectors to finalize assessments within 7 business days.
- Negotiated settlements that saved the company an estimated R500K annually in excess payouts.
- Educated policyholders on claims processes, improving customer satisfaction scores by 15%.

- Ensured 100% compliance with insurance legislation and company policies.
- Prepared weekly claims reports for management, highlighting trends and risks.

HOC Claims Consultant

Standard Bank | August 2015 – November 2020

- Handled a caseload of 60–80 active claims at any given time with 97% accuracy.
- Conducted property inspections and site visits within 48 hours of claim initiation.
- Reduced claim turnaround time from 15 days to 10 days through improved workflows.
- Provided accurate policy interpretation, reducing coverage disputes by 30%.
- Maintained detailed records for 100% audit readiness.
- Assisted fraud detection efforts, flagging 5–10 high-risk claims monthly.
- Produced monthly claims resolution reports for senior management.

Administrative Consultant (SIL Complaints Department)

Standard Bank | May 2014 – August 2015

- Logged and tracked 200+ complaints monthly, achieving 90% resolution within SLA.
- Reduced urgent case resolution time by 25% through effective escalation procedures.
- Coordinated with internal teams to close complaints in an average of 3 days.
- Prepared monthly complaint trend reports to inform service improvements.

Switchboard Operator (SIL Claims Department)

Standard Bank | June 2013 – May 2014

- Managed 150+ incoming calls daily, directing queries to the correct departments.
- Reduced call transfers by 20% by resolving queries on first contact.
- Maintained 99% accuracy in call logging and routing.
- Guided claimants on self-service portal use, increasing adoption by 15%.

Client Liaison Officer & Receptionist

Drake & Scull FM SA (Standard Bank Contract) | October 2008 – June 2013

- Managed relationships with 100+ active clients, achieving a 95% retention rate.
- Onboarded new clients within 2 business days, ensuring seamless integration.
- Oversaw reception operations, welcoming an average of 50+ visitors daily.
- Provided administrative support to 5+ departments, meeting all deadlines.

EDUCATION

Applied Business Management Bachelor's Degree (Project Management)

Brigham Young University | 2024 - In Progress

Risk Management Certificate

IQ Academy | 2020 - Completed

Forensic and Fraud Investigations Certificate

University of South Africa | 2018 - Incomplete

Senior Certificate

