

Thoriso Molekwa

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Professional Summary

Dedicated and results-driven Student Administrator and Support Professional with over 5 years of experience in administrative operations, customer service, and client relationship management. Proven ability to manage student records, coordinate academic processes, and deliver exceptional service in fast-paced environments. Strong background in B2B communication, upselling, and insurance sales, with a track record of achieving performance targets and enhancing customer satisfaction.

Core Skills

- Student Administration & Support
 - Customer Relationship Management (CRM)
 - B2B Communication & Client Liaison
 - Data Entry & Record Management
 - Upselling & Cross-Selling Techniques
 - Customer Service Excellence
 - Problem Solving & Conflict Resolution
 - Time Management & Multitasking
 - Microsoft Office Suite & CRM Software
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Professional Experience

Student Administrator and Support

The Tax Faculty , Pretoria

2019– Present

- Manage student records, enrollment processes, and academic documentation with accuracy and confidentiality.
- Provide administrative support to academic departments, ensuring smooth coordination of student services.
- Respond to student inquiries, resolving issues efficiently and maintaining a high level of satisfaction.
- Collaborate with faculty and staff to improve administrative workflows and enhance student experience.
- Utilize CRM systems to track student interactions and maintain up-to-date records.

Customer Service & Sales Representative (Car Insurance)

Prime Meridian Direct , Sandton

2013 – 2017

- Sold car insurance policies to individual and business clients, achieving and exceeding monthly sales targets.

- Delivered personalized service by assessing client needs and recommending suitable insurance products.
 - Managed renewals, claims, and policy adjustments while maintaining compliance with company standards.
 - Upsold additional coverage options, contributing to revenue growth and customer retention.
 - Built and maintained strong client relationships through consistent follow-up and professional communication.
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Education

National Banking Certificate (NQF5)

BankSETA

Year of Completion 2025

Certifications

- RE5
 - FAIS 120
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Professional Attributes

- Strong interpersonal and communication skills
 - Detail-oriented with excellent organizational abilities
 - Adaptable and proactive in problem-solving
 - Committed to continuous learning and professional growth
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References

Available upon request