

TEBOGO BRAIN PIETERSON



Phone
071 549 9346



Email
tebogo.pieter@outlook.com



Address
9397/90 Kamela Street, Pimville,
Extension, Zone 6

Core Competencies

- Experienced as Membership Clerk, Data Entry Clerk, Front Line Teller, Customer Service
- Excellent Customer Service skills
- Switchboard operation skills
- Business management skills
- Knowledge of financial, provisioning and procedures.
- Correspondence drafting and typing skills
- Adherence to standard operating procedures
- Case preparation for management approval
- Quality control in application and registration processes
- Office administration skills
- Data entry and accuracy
- Source data compilation and sorting
- Customer and account document processing
- Team leadership in problem resolution
- Process improvement identification
- Cash handling and banking transactions
- Excellent problem-solving skills.
- Effective communication skills.
- Efficiency and time-management

Education

Standard Bank Learning Institution

Certificates Obtained:

- Business Banking Certificate
- Forex Exchange
- Certificate of Excellence
- Customer Service
- The Blue Award
- Completion of Customer Enquiries

2012-2014

Athlone Boys High School

Grade 12

2007

References



Rudolf Mosoma

Bonita's
Team Leader
069 145 3811, 062 266 9791



Thabiso Pitso

Bonita's
Team Leader,
27 11 758 8246 / 072 405 8226

Career Objective

Detail-oriented professional with over 10 years of diverse experience across healthcare administration, financial services, and data management. Demonstrated expertise in efficiently handling membership administration, data entry, and customer service roles. Proven track record in ensuring accuracy, confidentiality, and adherence to operational procedures. Seeking to leverage strong organizational skills and commitment to quality in a challenging role that allows for contributions to operational efficiency and client satisfaction within a dynamic organization.

Language: English Other

Working Experience

Medscheme Holdings (Bonitas)

Membership Clerk

2016 - Oct 2023

- Administering new applications, bank details, new beneficiaries, and termination of beneficiaries.
- Assisting internal and external clients.
- Typing correspondence to members.
- Ensuring adherence to standard business procedures.
- Preparing cases for fund management approval.
- Conducting quality control on new applications and dependents' registrations.
- Reviewing and updating student ages.
- Managing membership records.
- Handling member inquiries and complaints.
- Collaborating with team members on administrative tasks.

My Care Health Solutions

Data Entry Clerk (Data Capturer)

2014-2015

- Preparing source data for computer entry.
- Processing customer and account source documents.
- Inputting alphabetic and numeric information.
- Leading team efforts for issue resolution.
- Verifying entered customer and account data.
- Maintaining data entry requirements and confidentiality.
- Contributing to team goals and results.
- Identifying opportunities for process improvement.
- Ensuring accuracy in data input.
- Supporting data management initiatives.

Standard Bank

Front Line Teller

2008-2010

- Providing customer service at the front line.
- Processing cash withdrawals accurately.

- Accepting and processing cheque deposits.
- Handling cash deposits securely.
- Performing bulk teller transactions.
- Issuing bank cheques to customers.
- Issuing bank cards and credit cards.
- Executing inter-bank account transfers.
- Conducting inter-account transfers for customers.
- Ensuring compliance with banking regulations.

Customer Service

2011-2012

- Issuing bank cheques promptly.
- Issuing bank and credit cards efficiently.
- Processing inter-bank account transfers.
- Executing inter-account transfers accurately.
- Providing excellent customer service.
- Handling customer inquiries and complaints.
- Supporting branch operations.
- Ensuring customer satisfaction.
- Collaborating with team members.
- Maintaining banking standards.

BDC/Forex

2012-2014

- Sending and receiving MoneyGram transactions.
- Processing telephonic transfers securely.
- Buying and selling foreign currency notes.
- Handling travelers cheques transactions.
- Managing travel wallet services.
- Promoting excellent customer service.
- Executing ZAR and foreign cash transfers.
- Processing telegraphic transfers and drafts.
- Ensuring accuracy in financial transactions.
- Supporting forex trading operations

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Cover Letter

Dear Hiring Manager

I was thrilled to discover your job posting and am excited to be applying for the position. With years of experience in administrative roles, particularly within the healthcare and financial sectors, I am confident in my ability to bring valuable skills and dedication to your team.

Recently, I was employed as a Membership Clerk at Medscheme Holdings (Bonitas), where I have gained extensive experience in managing administrative tasks such as processing new applications, updating beneficiary details, and ensuring compliance with operational procedures. My responsibilities also included typing correspondence, conducting quality control checks on applications, and preparing cases for management approval, all of which have honed my attention to detail and organizational skills.

Prior to my recent role, I served as a Data Entry Clerk at My Care Health Solutions, where I developed strong data management and entry skills. This experience equipped me with the ability to compile, sort, and enter information accurately while maintaining confidentiality and contributing to process improvements within the team.

Additionally, my tenure at Standard Bank provided me with valuable customer service experience as a Front Line Teller and Bulk Teller, where I handled various financial transactions and consistently ensured high levels of customer satisfaction. My certifications in Business Banking, Forex Exchange, and Customer Service reflect my commitment to professional development and proficiency in banking operations.

I am eager to bring my skills in administration, data management, financial administration and customer service to the company. I am confident that my dedication to accuracy, strong organizational skills, and proactive approach to problem-solving will make me a valuable asset to your team.

Thank you for considering my application. I look forward to the opportunity to discuss how my background, skills, and enthusiasm can contribute to the ongoing success of the company. Please find attached my resume for your review.

Yours sincerely,

Tebogo Brain Pieteron

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