

Zandile Tshabalala

079 276 8238 | zandilem.tshabalala@gmail.com | Erasmuskloof, Pretoria, 0181

PROFILE SUMMARY

Detail-oriented and versatile professional with a strong background in debt collection, administration, and front desk operations. Proven ability to manage sensitive data, resolve billing and credit issues and support recruitment and onboarding processes. Skilled in handling high-pressure environments with professionalism, accuracy and confidentiality. Adept at client communication, administrative support, and payment plan negotiation. Demonstrates excellent time management, attention to detail, and a commitment to delivering exceptional service across diverse business functions.

WORK EXPERIENCE

Debt Collection Agent

Truworths Credit Office | February 2021 - April 2023

- Successfully located and engaged debtors, leading to improved recovery rates and reduced outstanding balances.
- Developed and negotiated structured payment plans, resulting in consistent cash flow and minimized default risk.
- Resolved billing and credit issues promptly, enhancing customer satisfaction and trust.
- Maintained accurate and up-to-date debtor records and databases, improving reporting accuracy and audit readiness.
- Reduced debt default rates by proactively monitoring accounts and following up on overdue payments.
- Handled queries and complaints professionally, fostering strong relationships and ensuring compliance with credit policies.

HR Admin Assistant

Truworths Divisional Office | March 2020 - February 2021

- Supported smooth onboarding by assisting in new employee orientations and benefits enrollment, enhancing employee experience and retention.
- Maintained accurate employee records and processed documentation, ensuring compliance with HR policies and labour regulations.
- Coordinated interview scheduling and conducted reference checks, streamlining the recruitment process.
- Assisted in hiring and recruitment efforts, contributing to the timely placement of qualified candidates.
- Managed employee data and generated HR reports, improving decision-making and workforce planning.
- Facilitated offboarding through exit interviews and termination documentation, ensuring proper closure and data accuracy.

Receptionist

Claymed Medical Center | January 2019 - February 2020

- Efficiently scheduled and managed patient appointments, reducing wait times and improving clinic flow.
- Answered incoming calls promptly and professionally, enhancing patient satisfaction and service delivery.
- Assisted patients with completing medical forms, ensuring accuracy and compliance with healthcare protocols.
- Maintained an organized and welcoming reception area, creating a positive first impression for patients.
- Accurately managed and updated patient records, supporting effective medical care and confidentiality.
- Conducted appointment reminders and rescheduling calls, improving patient attendance rates.
- Handled administrative tasks such as faxing, scanning, filing, and mailing to support daily operations.
- Directed patients appropriately within the facility, ensuring a smooth and supportive experience.

EDUCATION

Tshwane University of Technology

National Diploma in Office Management And Technology - 2017

SKILLS

- Verbal and written communication
- Attention to detail
- Problem solving and time management
- Team player and ability to work independently
- Customer service
- Adaptability
- Computer savvy
- Administrative support (Faxing, Scanning, Filing, Mailing)
- Debt recovery & collections
- Payment plan negotiation
- Credit control & risk mitigation
- Billing & dispute resolution
- Employee onboarding & offboarding
- Benefits administration support
- HR documentation & compliance
- Recruitment coordination
- Appointment scheduling & coordination
- Front desk & reception management
- Professional telephone etiquette
- Confidentiality & data accuracy

REFERENCES

- Mr Mashaba
Truworths Credit Office - Supervisor
082 228 3702
- Mrs Lulu Moepi
Truworths Divisional Office - Supervisor
084 060 6937
- Miss Kgaugelo Makaleng
Claymed Medical Center - Co-Worker
076 236 2405