

# Mmathapelo Dephney Malatjie

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## Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## Experience

- Office of the premier** June 2021 - July 2022  
Call Centre Consultant  
Effectively manage incoming and outgoing calls, enquiries and complaints from Gauteng Service Beneficiaries.  
Ensure that emergency and high priority calls are attended to timely and directed to relevant department by emails.  
Provide quality service and information to service beneficiaries.  
Capturing of administrative spread sheets. Log calls and cases in accordance to the prescribed case logging procedures and escalate to relevant Government or Municipality timeously ( CRM Dynamics system)  
Log FCR cases correctly in accordance to the prescribed case logging procedures. Resolving all logged cases ( front-office and back-office).

## Education

- University of South Africa** 2023  
Bachelor of laws
- Central Johannesburg college** 2018  
Human Resource management
- Office of the premier** 2022  
Public Liaison Hotline Certificate
- Tseana high school** 2009  
Grade 12

## Skills

- Computer skills ( Microsoft office, CRM Dynamics system)
- Telephone etiquette and excellent Customer service
- Attention to details and commitment to quality
- Good communication skills ( verbal and written)
- Ability to identify and handle confidential matters
- Time management and ability to work under pressure to a tight deadline
- Team player with ability to multi-task
- Creative problem solving and analytical reasoning
- Information analysis and research skills

## Personal Details

- Date of Birth : 25/05/1991
- Passport :
- Gender : Female
- Driving Licence : Code 10(C1)

## Reference

- **Lebogang lekwadi - Office of the Premier**  
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