

# ANTHULA MADATT

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• [LinkedIn Profile](#)

I have passion for all the work that I do in any role given to me. My fulfilment comes in knowing that myself and my team is performing beyond expectation as it reflects the effort, we apply in working together and that make me a great team member. Throughout my career, I have contributed to impacting business outcomes through effective organisation, prioritisation and execution of key projects. My skills and qualifications are an ideal match to the requirements and will bring immediate value to your company goals.

Please look at my skills and experience. Here's a snapshot of what

I have to offer:

Previously, in my Administrative Manager role, I exercised a calculated and methodical approach to problem solving. I am independently motivated, yet I appreciate team efforts and collaborate productively within groups. Additionally, I am knowledgeable in advance excel and Microsoft With proficiency in legal procedures. When reviewing my resume. you might notice a gap in employment. My absence is due to me taking time to care for my children. My child-rearing experience has enhanced my talents in leadership, teamwork, determination, and prioritisation as I managed multiple schedules, trained others, enforced rules and provided around-the-clock care. I am now settled and prepared to get back into the workforce.

To demonstrate the scope of my career history and professional competencies, please take a moment to review my attached resume. I appreciate your evaluation of my credentials and subsequent response.

## Personal details

<b>Last Name:</b>	Madatt
<b>First Name:</b>	Anthula
<b>Nationality:</b>	South African
<b>Date of birth:</b>	1985-03-16
<b>Availability:</b>	Immediately
<b>Location:</b>	Gauteng Johannesburg
<b>Gender:</b>	Female
<b>Race:</b>	Coloured
<b>Languages:</b>	English and Afrikaans

## Education & qualifications

Date of Completion	Institution/Organization	Degree/Diploma/Certificate
2014	Ferwood Business College	Higher Certificate NQL 5
2012	Rosebank College	Certificate Bookkeeping
2019	Intec College	Diploma Paralegal NQL6

## PROFESSIONAL EXPERIENCE

Period: 2022 June – 2022 December

Part time

Organisation: **Amalgam Auto Body Group Administration**  
and lead Process Manager Responsibilities/Contributions:

- Supervises clerical and administrative personnel by communicating job expectations, appraising job results.
- Sets policies and procedures for training, coaching, counseling, and career development for staff.
- Initiates and coordinates goals, deadlines, and projects for all different departments.
- Supervising the day-to-day operations of the administrative department and staff members.
- Hiring, training, and evaluating employees and taking corrective action when necessary.
- Developing, reviewing, and improving administrative systems, policies, and procedures.
- Ensuring the office is stocked with necessary supplies and that all equipment is working and properly maintained.
- Working with the accounting and management teams to set budgets, monitor spending, and process payroll and other expenses.
- Planning, scheduling, and promoting office events, including meetings, conferences, interviews, orientations, and training sessions.
- Collecting, organizing, and storing information using computers and filing systems.
- Overseeing special projects and tracking progress towards company goals.

Systems Uses:

- Xero Accounting system
- TMS
- ServeCraft
- Dropbox

## PROFESSIONAL EXPERIENCE

Period: 2017 June – 2022 June

Organisation: **Nedbank NDCRS**  
Agent (Legal Controller)

Responsibilities/Contributions: Legal  
Process

- To receive new hand overs and check the accuracy of the data and validation of supporting documents, updating internal system with the accurate data.
- Identification of matters about to prescribe and prioritize and instruct trace on the debtors.
- Draft 129 notices, Summons, letters to the sheriff, relevant court affidavits, request for default judgment and reply to court queries Admin/Filing
- Scan documentation on file to Swordfish
- Check relevant case number to ensure quality assurance
- Courier management, arrange with couriers and complete weigh bills
- Track couriers and documentation and highlight problem areas to management
- Metro filing Reporting
- Complete daily productivity reports accurately and timeously
- Capturing monthly invoices from sheriff accounts departments, correspondence attorneys for payment purpose
- Complete monthly invoices for our different products • Ensure that monthly targets and deadlines are achieved.
- Provide weekly production report on matters worked, pending and unresolved
- Manage courier report weekly to quality check costs.
- System NTE, swordfish, Track mate, Cams, Banking Platform

Collections

- Advise customers on alternative payment plans
- Ensure client satisfaction by resolving queries quickly, efficiently and in accordance with the relevant procedure

**Period: 2016 – 2017 May**

**Organisation: Nedbank**

Responsibilities/Contributions: **Credit card Specialist Sales/call Agent**

- Deliver on targets, due dates & all service level agreements by selling Nedbank products in identified communities
- Accept and implement advice, resulting in improved performance by identifying sales opportunities and community involvement.
- Understand and meet client needs through conducting client needs-based analysis aligned to Nedbank procedures and FAIS Act.
- Build and maintain internal and external vendor and supplier relationships by identifying improvement opportunities and by meeting with vendors and suppliers according to Service Level Agreements.
- Ensure work completed to plan, progress reviewed, and corrective action taken by monitoring activities, reviewing action plans and taking corrective action.

- Deliver agreed results and create an environment in communities for selling Nedbank products and services by utilizing resources according to Nedbank policies and procedures.
- Manage risk by meeting technical, company standards, practices and resource management (e.g. ultra-violet lights to identify false identity documents).
- Comply with risk standards, monitor and ensure corrective action by taking and resolving challenges in community sales areas.
- Identify and resolve work obstacles and problems through participating in team meetings, sharing information and reviewing performance against targets and standards.
- Keep abreast of legislation and other industry changes that impacts on role by reading the relevant newsletters, websites and attending sessions.

**Period: 2010 – 2015 December**

**Organisation: Groenewald & Lubbe Attorneys**

**Responsibilities/Contributions: Collections and Recoveries Specialist**

- Dealing with FNB credit card collections, Phoning debtors (outbound calls) to pay their accounts, working on different traces to trace debtors, proceeding of legal action: Summons Judgment and warrants. Creating PTP'S
- Collecting book value about R500,000 a month, resolving daily debtors queries, Capturing new banking details and maintaining confidentiality there off, Handling all client queries, Handling of difficult debtors, On a daily basis following up and monitoring with the team to ensure the service delivery from within is consistently,
- Of a very high standard and provides a direct and measurable value-add to the firm's internal clients including ensuring the team is adequately resourced, issues are dealt with timeously, the interface with clients is effective and proactive.

† Reason for Leaving: Career growth

**System knowledge:**

- Microsoft Office Projects Microsoft Office (i.e. Advance Excel, Word, Outlook, Power Point) • All NBPL Products
- ITC
- Avaya ip agent
- Call center processes
- NTE platform
- Banking Platform
- Swordfish, Controller Suite, Card Zone, CAMS
- Payment processes • Collection processes

**Skills profile:**

- Good communications skills, Problem solving,
- Managing conflict situations, Time management,
- Team Player and Fast learner,

- Attention to detail
- Sustaining Customer Satisfaction,
- Building Trusting Relationships, Expanding and Advancing Opportunities

**Strengths:**

- Strategic Leadership, Strong Communication, Passion & Commitment.
- Enthusiasm for missions or projects, Positivity, Innovative, Collaborative.
- Strong organizational skills to keep your workspace and the office you manage in order.
- Communication
- Teamwork, friendly and humble
- Customer service
- Responsibility
- Time management • Multitasking, Smart worker
- Set personal career goal

References:

Name	Surname	Job Title	Organisation	Contact Details
Pamela	Masilela	Head Internal Legal	Nedbank	079 851 4382/010 2166 077
Nothabo	Dlamini	Contact Centre Manager	Nedbank	010 216 6659
Jacques	Lubbe	Director of	Groenewald Lubbe Attorneys	011 919 8059