**PEARL CHAUKE**

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Based in Johannesburg South

# PROFESSIONAL SUMMARY



Call Agent with experience in Sales, Data capturing, Administration, Business development processes, Collection and Lead Generation. I have an excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Expertise in directing and enhancing administrative procedures and provide full support to ensure delivery of excellent customer service.

# Core Competencies and Skills

* Organizational Skills • Analytical Skills •Finance and Admin
* Communication skills • Relationship Management • Collaborative
* Service orientation • Excellent Negotiating skills • Lead Generation

# PROFESSIONAL EXPERIENCE



# Contact Centre Agent Collections, Lancet Laboratories 02/2024 – Current

* Ensuring that confidentiality of Patient’s data and other information is maintained to protect the privacy and integrity of the organization
* Escalate all unresolved queries to back office for further investigations
* Ensure all queries are successfully resolved and making sure that possible dates of payments are obtained on outstanding accounts
* Providing support and offering information as needed to keep patients satisfied and to retain business
* Providing effective communication to patients, delivering high level of call Centre service and telephone etiquette
* Recording all patient profiles on Meditech to ensure records move within business strategy

# Consumer Operations Representative, TransUnion 09/2022- 10/2023 (Remote)

* Handling an average of 100+ client service queries daily on Credit reports, Disputes, Freezes, Fraud alerts and scores
* Responsible for inbound phone calls in a fast-paced work environment, providing timely and excellent customer service.
* Responding to Consumer enquiries Through Inbound calls, Requests and escalating some requests from Consumers.

# Insurance Call Agent, Nedbank 05/2020 – 11/2021

* Ensured outbound calls to clients regarding policies that are in arrears and assisting them in making payment arrangements.
* Updated client’s information into the Eclipse Digital Platform and sent out emails for clients to the back office for policy/Information changes.
* Consistently achieve revenue and customer retention goals while increasing client profitability through relationship building, outstanding service delivery, cross selling, and referral development.
* Implemented customer retention strategies including developing personal relationships with clients to increase loyalty and retain business as per SLA.

# FATCA/CRS Call Agent, Nedbank 11/2019 – 05/2020

* Responded to over 1000 authorized service center's inquiries via email or phone daily and resolved issues efficiently and professionally.
* Captured new client information and updated old client tax status information into the system using the Client Relationship Management System, Banking Platform and The Eclipse Digital Platform.
* Ensured that all information regarding US tax status is collected from clients for entities and individuals

# Banker Skill Call agent, Nedbank 07/2018 – 11/2019

* Handled an average of 70 client service queries daily on product skills on investment, current and savings account, home loans, personal loans, internet banking and card.
* Answered inbound phone calls in a fast-paced work environment, providing timely and excellent customer service.
* Responded to customer inquiries, complaints and comments on a daily basis, and determined corrective action for the high-call volume department.

**SUMMARY OF OTHER ROLES**

* **Switchboard Call Agent,** Nedbank, 01/2016- 07/2018.

# EDUCATION



* Bachelor of Arts in Psychology, University of South Africa, ongoing.
* National Senior Certificate, Matric, Lethabong Secondary School, 2013.

# REFERENCES



● Available on Request