

ZWAKELE MTHEMBU

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Objective

I am a highly driven recent business school graduate seeking a full-time position in finance where I can lend my knowledge of market analytics to help your organization improve profitability.

Experience

- **Eswatini Bank** October 2022 -
Customer Service Consultant/ Business Consultant
 - Interview customers for opening and closing accounts.
 - Collect relevant opening documents with checklist and submit to supervisor for approval.
 - Open in the system the approved accounts
 - Attend to customer enquiries, queries and compliant
 - Order and issue out debit cards and investment account opening letter as approved by the supervisor
 - Receive and process instructions from customers e.g. stop payments, transfers, standing orders etc.
 - Scan file mandates daily, file auctioned instructions/ customer files.
 - Keep all working stock register in order
 - Cross-selling bank products
 - Collecting customer information and input data into banking system, ensuring confidentiality at all times.
 - Application of customer loans: personal loans, secured loans, Home loans and Mortgage loans.
 - Assisting customers in revolving current loans.
- **Eswatini Bank** December 2021 - May 2022
Call Centre Agent
 - Answering calls
 - Maintaining Contact centre database and handling queries
 - Determine requirements by working with customers
 - Explain products and services to new and existing customers and the potential value added
 - Answer enquiries, resolving problems and fulfil request by clarifying desired information, researching, locating and providing information.
 - Selling additional services by recognizing opportunities to up-sell accounts, explaining new features (cross-selling)
 - Play support role in Bank Promotions, SALES initiatives CSI and corporate events
 - Enhance organization reputation by accepting ownership of accomplishing new and different request
 - Keep equipment operational by following established procedures, reporting malfunctions.

- **United Nations Development Programme** October 2020 - March 2021
 Research and Data Collection Officer
 - Developing and updating UNDP's Imakethe online performance and monitoring evaluation plans.
 - Developing Imekethe online monthly work plans.
 - Proving technical support to the organization.
 - Researching data
 - Providing data analysis technical support to the organization
 - Distribution of Questionnaires.
 - Conducting data verification and quality audit for organization
 - Coordinating with key partners in monitoring and evaluation efforts.
 - Maintaining close communication and guidance in order to ensure compliance with donor's standards
- **Eswatini Bank** February 2020 - May 2020
 Loans Officer
 - Interviewing Corporate clients
 - Liaising with potential corporate clients with the purpose of vetting them for suitability
 - Appraising all motor vehicle loan application, business as well as personal vehicles.
 - Monthly review of loans granted
 - Reporting on motor vehicle finance

Education

- **Limkokwing University of Creative Technology** 2017 - 2020
 Associate Degree in Business Management

Skills

- Computer literacy -Advance level
- Interpersonal skills
- Banking system
- Customer service oriented
- Team player
- Result oriented
- Focused under pressure
- Honesty and Integrity

Reference

- **Vusikhaya Dlamini - "Eswatini Bank"**
 Business Financer
 vusikhayad@swazibank.co.sz
 76734500
- **Zandile Mthembu - "United Nations Development Program"**
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- **Nokulinda Hlophe - "Eswatini Bank"**
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- **Khayelihle Gama - "Eswatini Bank"**
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