

TRACEY MTHEMBU

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SUMMARY

Results-oriented Project co-ordinator with a proven track record of optimizing project outcomes, team leadership, Numerical prevetting ability and process allocating, customer servicing, Technical skills, Social Media Analytics and Returning Customers.

WORK EXPERIENCE

Wipro Technologies Pty Ltd

Nov 2022-Dec 2024

- **Senior Associate**

Implemented cost-effective solutions,

Customer servicing WIFI Network customers

Assisting customer with Network Optimization, Social media Analytics as well as Network tower commands.

Rain Networks Pty Ltd Project Cordinator

Nov 2020-Nov 2022

Managed project timelines, reducing delivery times and effective service.

Customer servicing WIFI Network Customers

Assisting Onboarding customers with sim Activations.

Collaborated with cross-functional teams, enhancing project success.

First National Bank (FNB) QUALITY Assurer

Feb 2012 - May 2017

Supporting ALL Regions with POS Applications, checking all applications and necessary documents are submitted, Site visits are done regularly, Site Inspections are done as required. Customers Signatures Match As Per the Hogan system and KYC, Working Closely With MASTERCARD, SAFPS and CIPC. Foster Relationships with Internal clients with FNB.

Standard Bank (Online banking for Business) Digital Experience & Adoption (Multiskilled Consultant)

Sep 2025 - Present

- Client Migration & Digital Enablement

- Customer Experience & Query Resolution.

- Digital Service Management & Incident Coordination.

- Operational Analysis, Reporting & Quality Control

- stakeholder Collaboration & Self-Management

- Behavioural & Character Competencies

- Highly self-managed, disciplined, and accountable

EDUCATION

BANK SETA

Sep 2015 - Sep 2017

NQ LEVEL 5 IN BANKING

- Governance, Risk and Compliance (Core Module), Banking Sales and Excellence
 - Personal and Business Finance, Sector Dynamics and Strategy
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Milpark Education

- Relevant coursework in Project Management.

ADDITIONAL INFORMATION

- **Technical Skills:** Project Management, NOC Tower management commands,u2020,TauSpace,Gemini ,Snowflake.
 - **Languages:** English, IsiZulu,Xhosa and Sesotho
 - **Certifications:** Banking, Project Management
 - **Awards/Activities:** Received the "FNB Taking the Lead Excellence" Award for outstanding contributions to project innovation, Best Customer Centric Agent at Rain Networks.
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REFERENCE

CONTACT PERSON: YVONNE BERRY /Mahomed Kazie

COMPANY: FNB

POSITION: TEAM LEADER

EMAIL: YBERRY@fnb.co.za

CONTACT NUMBER: 0875750012/ 0877361230/0784802209

CONTACT PERSON: Akhona Mgobhozi/Malvin Naidoo/

COMPANY: Rain

POSITION: TEAM LEADER

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CONTACT NUMBER: 0877276493

CONTACT PERSON:Marvin Williams

COMPANY: Wipro Technologies

POSITION: TEAM LEADER

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CONTACT PERSON:Emmanuel Kgagamedi

COMPANY: Standard Bank

POSITION: TEAM LEADER

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