

Sibongile Dhlamini

081 316 3222 | sibongile.dhlamini21@gmail.com

Languages: English, IsiZulu

Nationality: South African

Professional Summary

Highly skilled Call Centre Agent with 10+ years of experience in customer service, debt collection, and administrative coordination. Proven success in handling high call volumes, resolving customer complaints, and promoting service excellence. Proficient in systems including CRM, CSG, Einstein, and SASAMS. Strong communication and time management skills with a focus on efficiency and detail.

Core Competencies

- Call Centre Operations & Customer Support
 - Payment Negotiation & Dispute Resolution
 - Service Scheduling & Follow-ups
 - Job Card & Invoice Processing
 - CRM, CSG, Einstein, OQM, SASAMS
 - MS Office Suite (Word, Excel, Outlook)
 - Bilingual: English & IsiZulu
-

Professional Experience

RMG Management Group – Call Centre Agent / Debt Collector *Jan 2024 – Present*

- Handle credit control and process billing inquiries.
- Execute service changes using CSG and Einstein systems.
- Collaborate with centres to ensure prompt resolution and customer satisfaction.

Laerskool Kommando (ECadres) – ICT Support Administrator *Feb 2023 – Dec 2023*

- Provided ICT support to staff and learners.
- Captured learner data on SASAMS and supported admin tasks.

National Debt Connection – Debt Collector

2019 – 2022

- Collected outstanding payments and negotiated settlements.
- Worked on the Truworths Group campaign.
- Resolved disputes and engaged with external agencies.

Bankserve (I-Choices) – Customer Service Consultant

2016 – 2018

- Managed customer queries via phone and social media.
- Logged cases using CRM and monitored orders on OQM.

Shapiro Shaik Defries & Associates – Debt Collector

2014 – 2016

- Arranged payment plans and verified customer data.
- Achieved collection targets while ensuring compliance.

Boston City College – Debt Collector

2013 – 2014

- Recovered overdue student accounts and updated records.

Education

Fons Luminus Secondary School

Matric Certificate, 2012

References

Chrisandra Connelius - Shapiro shaik defries and associates

Team leader0788626810

Thabo - Bankserve africa (I choices) Supervisor

0782937028

Kabelo Matome - National debt connection

Team leader0641761672

Miss Mumsy Dube - Laerskool Kommando

****Mentor-**065 895 7642/ 011 740 2600**

Rea Gopane- RMG Management group- **Team leader 079 231 6864