

THABANG MAKAE

PRIVATE SERVICE ADVISOR
JOHANNESBURG

CONTACT

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EDUCATION

2015 - 2017
BOSTON MEDIA HOUSE

- Cinematography

2010 - 2014
HOERSKOOL WESTONARIA

SKILLS

- Attention to detail
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

LANGUAGES

- English: Fluent
- Sesotho: Fluent
- Setswana: Fluent
- Afrikaans: Fluent
- Xhosa: Fluent

PROFILE SUMMARY

Dedicated and results-driven Customer Service Consultant with over 5 years of experience in banking and customer sales. Proven track record of effectively managing customer relationships and delivering tailored financial solutions to meet diverse client needs. Skilled in assessing customer requirements, providing expert advice on banking products, and ensuring a high level of satisfaction through exceptional service

WORK EXPERIENCE

FNB NORTHAM 2024 - PRESENT
Branch advisor OBR

- Providing sound financial advice and recommending appropriate banking products
- Ensuring adherence to all relevant banking regulations, policies, and procedures
- Keeping abreast of industry trends
- Based on client profile, recommending appropriate mutual fund investments in compliance with securities regulations and branch policies and procedures.

VissionaryFX 2022- 2024
Cash Exchange Officer

- Proficient in SWIFT standards, procedures, and exchange control regulations
- Consistently met monthly and quarterly sales targets
- Strong customer service skills with a focus on accuracy and efficiency
- Effective in client outreach and lead prioritization
- Emotionally stable with strong empathy in client interactions

CAPITEC BANK 2018 - 2022
Customer Service Consultant

- Delivered accurate, high-quality work aligned with company standards
- Reduced fraud by monitoring transactions and reporting suspicious activity
- Built strong client and stakeholder relationships through clear, consistent communication
- Promoted products by upselling and cross-selling to clients

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SKILLS

- Problem Solving
- Sale Experience
- Multi-tasking
- Emotional Intelligence
- Communication skills
- Empathy
- Customer service
- Emotional Intelligence
- Ethical Behavior
- Brand Promise

LANGUAGES

- Zulu: Fluent
- Xitsonga: Basic
- Pedi: Fluent
- Venda: Basic

WORK EXPERIENCE

BETTER BODIES GYM

Sales Agent

2017 - 2018

Cold calls (inbound) with the team

- Assist with client sign ups and celebrate achievements
- Ensure to analyze competitor pricing and market trends.
- Legislation development to all calls to maintain and acquire new clients regarding the POPIA act.
- Achieve objective results through strategies and teamwork.

HOBBIES

- Book clubs
 - Team sports (e.g., soccer, basketball)
 - Board games or tabletop gaming
 - Attending workshops or events (motivation seminar)
 - Puzzle solving (e.g., crosswords, Sudoku)
 - Video editing
 - Gaming (console)
 - 3D modeling or animation
 - Hiking and camping adventures
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