



Masechaba Palesa Mathiane

Home Insurance Desktop Assessor

Contact

Address:
Johannesburg, Gauteng

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0813010892

Email:
masechabamathiane6@gmail.com

Skills

Communication
Problem Solving
Teamwork
Microsoft Office
Leadership
HTML
JavaScript

Language

English · Native
IsiZulu · Native
Sesotho · Intermediate
Sepedi · Native
Seswait · Basic
IsiXhosa · Basic

Reference

Thato Mtshali
Team leader
0688552273
thato.mtshali@autogeneral.com.au

About Me

Over the last years of my work experience I learnt values of responsibility, integrity, resilience, and hard work. These principles have shaped me into a determined individual who seizes every opportunity and strives to overcome challenges. With extensive experience in customer service, I excel at delivering exceptional support and building lasting client relationships. My ability to address inquiries, resolve complaints efficiently, and ensure positive interactions has been honed in fast-paced environments that demand multitasking, adaptability, and empathy. One of my greatest strengths is my adaptability, which allows me to thrive in diverse situations and tackle problems effectively. I am goal-oriented, intelligent, and deeply committed to perseverance, no matter the obstacles. I also value teamwork and believe in the power of collaboration to achieve shared success. I am confident that my dedication, strong work ethic, and ability to work both hard and smart make me reliable

Experiences

Administrator(Part-time)

Jun 2017 - Aug 2017

St Francis of Assisi

Document filing
Data capturing
General administration

Data Capturing(Part-time)

Sep 2018 - Jan 2019

Motho WA Matebele

Administration
Order capturing
Printing

Caregiver(Part-time)

Feb 2019 - Oct 2019

Allwers

Administrator of medication schedule to elders
Aiding elders to eat,use the bathroom and bath the elders

Call Agent

Nov 2019 - Nov 2020

Call Force

Teaching Chinese individuals to speak, write and learn English

COVID Campaigner

Dec 2020 - Apr 2021

Solidarity And Ndoh

Provided information regarding COVID-19
Registered individuals to get the COVID-19 vaccine shots(injection)

Sales Representative

May 2021 - Dec 2021

Icontact

Sales for United Kingdom regarding medical and health insurance

Customer Representative

Jan 2022 - Sep 2022

Credit Solution Services

Dealt with Collections accounts for services rendered
Retention of clients
Advisor to clients about Credit Score and alternative options to assist in Credit Score increase

Technical Support and Customer Support

Oct 2022 - Oct 2024

Quntanite

Troubleshooting a specific Electric Vehicle Charger(Enel-X Way Juicebox)
Dealt with Chats and emails about technical and customer support
Order tracking for customer
Processing of Refunds
Processing of Replacements
Account management

Tier 2 Technical Support Consultant (Remote)
Tier 2 Technical Support Consultant

Oct 2024 – Apr 2025

Concentrix

Assisting with troubleshooting support for ADSL: Setup and Fixed IP
Assisting with troubleshooting support for Fibre, LTE, VOIP, Hosting, Wireless, GPON and IP Configuration
Account Collection
Account and case management
Account Recapture
Change of account billing status

Home Insurance Desktop Assessor

Apr 2025 – Present

Auto & General

Reviewed home insurance claim reports, invoices, photographs, and supporting documentation to assess claims accurately.
Remotely assessed property damage to determine the extent of damage and prioritize claims appropriately.
Estimated repair and replacement costs using estimating software, repair quotations, pricing databases, and current market values.
Liaised with contractors and suppliers to verify repair quotations, clarify discrepancies, and obtain additional information.
Identified potential fraudulent claims by investigating inconsistencies and unusual claim patterns



Education

Waverley Girls high school

2019

High School Diploma

Teacher Record

2025 – 2025

TEFL Certificate

Atvance Academy

2024 – Present

Information Technology



Certifications

Financial Literacy

May 2021

NDYE

Business Management

Jun 2021

NYDE

Customer Service

Jan 2022

Quntanite

Collection Certificate

Jan 2022

Quntanite

Quality Assurance

Jan 2022

Quntanite



Systems

Zendesk
Zoipper
Minerva
Stripe
PayPal
ZenChats
Citrix
Genesys
Talkdesk
Ukva

TRIM
Salesforce
SupportSync
CRM
HODOU
ZenTalk
Slack

Key Performance Indicators

First Call Resolution (FCR)
Customer Satisfaction (CSAT)
Service Level Average (SLA)
NPS Score
Average Handling Time (AHT)
Process Compliance
Talk Time
Pickup Rate

Hobbies

Volunteering
Cooking
Tennis
Hiking
Swimming
Hockey
Reading
DIYs