

Thandi Mokoena

Customer Operations Coordinator

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PROFESSIONAL SUMMARY

Customer operations coordinator with six years' experience in retail and financial services, focused on query resolution, CRM accuracy and weekly reporting for branch management.

WORK EXPERIENCE

Customer Operations Coordinator

Mar 2021 – Present

Retail Group SA, Johannesburg

- Resolved inbound client queries across phone and email channels.
- Maintained CRM records for a branch portfolio of 1 200 customers.
- Produced weekly Excel reporting used by the regional manager.

Client Services Administrator

Jan 2018 – Feb 2021

Finserve Solutions, Pretoria

- Processed applications and supporting documents for new accounts.
- Coordinated with underwriting to clear outstanding requirements.

EDUCATION

National Diploma: Business Administration

2017

Tshwane University of Technology

SKILLS

CRM administration, Excel reporting, query resolution, stakeholder communication, POPIA-compliant record keeping

LANGUAGES

English — Fluent | isiZulu — Home Language

REFERENCES

Available on request.