

LEBO MAKENNA

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With over 10 year's customer service experience in Insurance, Telecommunications, and the Financial Services Industry, I am ready to move onto my next challenge. I am passionate about providing excellent customer experiences and take pride in exceeding customer expectations.

I am analytical, organised and detail-oriented and a collaborative team player with an ownership mentality. I have a track record of delivering the highest quality strategic solutions to resolve challenges and propel business growth.

Whilst I enjoy my current role, I am keen to secure a new career challenge that will allow me to develop professionally, and I am confident my experience outlined below together with my educational background, will assist in my success.

EXPERIENCE

SEPTEMBER 2020 TO PRESENT

OPERATIONS MANAGER / ANALYST

ABT TELECOMS, SANDTON, SOUTH AFRICA

Assisted in the creation of the customer service model in a telecommunications services company to provide professional telecommunication services & infrastructure to individuals, business & public sector clients. Providing full range of services, including software and hardware. My role included Product Development, Process Management, budget management, managing a team of 14, development of policies, scripting, and procedures in line with regulatory requirements, which included:

- Strategic planning, resource allocation, human resources modelling, coordination of people and resources.
- Detailed business analysis, outlining problems, opportunities, and solutions
- Defining business requirements for stakeholders
- Proactive management of projects ensuring on budget and timely delivery
- Supervising and managing Call Centre Operations, including call monitoring to ensure compliance with regulations,
- Establishing and monitoring KPIs
- Assigning and monitoring work performed by call centre colleagues and supervising all areas of the Call Centre operation.
- Managing staff to foster a customer focused and results driven environment and maintain colleague engagement
- Manage customer satisfaction, by creating and facilitating training and handling escalated calls.
- Managing financial KPIs for the Call Centre, including customer growth, call centre expenditure, asset management and operational expense management.
- Extensive knowledge in principles and processes for providing customer and personal services; including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

- People Management including performance management, people development and training.
- Developed and implemented an insurance product, which included designing the product, documenting the product fact sheet, developing product marketing strategy, pricing and liaising with business owners and stakeholders.
- Business Process Management, improving call centre end to end processes, including the design, documentation, implementation and documenting the associated policies and procedures.

JULY 2018 – SEPTEMBER 2020

QUALITY ASSURANCE SUPERVISOR

3SIXTY FINANCIAL SOLUTIONS, HOUGHTON, SOUTH AFRICA

Quality assurance responsibilities for an insurance underwriting company, ensuring products & services meet regulatory standards including but not limited to suitability, reliability, and performance, and:

- Developing and implementing quality assurance policies and procedures
- Interpreting and implementing quality assurance regulatory standards
- Evaluating adequacy of quality assurance regulatory standards
- Developing and implementing controls to ensure data quality and frequent sampling of procedures
- Reviewing the implementation and efficiency of quality and inspection systems
- Planning, conducting, and monitoring testing and inspection of materials and products to ensure product quality
- Reviewing customer complaints and investigating non-compliance issues
- Collecting and analysing statistical quality data to identify improvement opportunities and potential non-compliance
- Developing, recommending, and monitoring corrective and preventive measures to ensure compliance with regulatory standards
- Preparing reports to communicate outcomes of quality activities to stakeholders and management
- Developing & implementing training for colleagues to ensure quality standards are met
- Evaluating audit findings and implement appropriate corrective actions
- Assure ongoing compliance with quality and industry regulatory requirements

MAY 2014 – JULY 2018

QUALITY ASSURANCE CONSULTANT

3SIXTY FINANCIAL SOLUTIONS, SANDTON, SOUTH AFRICA

- Inbound call enquiries servicing new, existing & potential clients and financial advisers with queries via phone and email within service levels.
- Building relationships with customers and providing exceptional customer experiences
- Ensuring data capture quality

- Assisting and following up client & adviser instructions, taking ownership and seeing it through to the end. Processing administrators into the administration system, including the quality and completeness of the appropriate documents.
- Assist clients and advisers with queries on instructions, processes, procedures, quotes, systems, and product information and performance
- Resolving internal and external queries from financial advisers and clients
- Proactively retain and attract business by providing excellent service to advisers and clients
- Support customer & advisor complaints resolution
- To actively participate in the organisation's continuous improvement by identifying and proposing solutions to system, process, and service-related failures
- Administration tasks such as, Calculating surrender and profit values, update banking details, debit order establishment and amendments and policy amendments

MAY 2008 – MAY 2009

CALL CENTRE CONSULTANT

PRIVATE LABEL PROMOTIONS

Customer Service Representative, assisting new and existing clients with queries and complaints

SEPTEMBER 2007 – MARCH 2008

OUTSOURCE AGENT

INTER-ACTIVE TECHNOLOGIES

MAY 2006 – AUGUST 2007

VODACOM DIRECTORY SERVICES AGENT

BYTES TECHNOLOGIES

JULY 2005– APRIL 2006

CALL CENTRE AGENT

LIBERTY LIFE

Assisting new and existing customers with general insurance queries, new policies, policy amendments and claims

FEBRUARY 2004 – JUNE 2005

AGRICULTURAL CONSULTANT

LAND AGRICULTURAL BANK

Assisting new and existing customers with general account enquiries, product enquiries, new accounts, and account amendments.

EDUCATION

2020

FIRST CLASS CAREGIVER BASIC TRAINING

CAREGIVER TRAINING UNIVERSITY

2015

BACHELOR OF HEALTH SCIENCES SOCIAL SERVICES, PSYCHOLOGY

UNIVERSITY OF SOUTH AFRICA

2007

INTERACTIVE CERTIFICATE: PRODUCT INNOVATION, DIGITAL CARE & ENABLEMENT

INTER-ACTIVE TECHNOLOGIES

1998

NATIONAL SENIOR CERTIFICATE

ALTHLONE GIRLS HIGH SCHOOL

SKILLS

- Compliance
- Intermediate Microsoft Office user
- Resourcing
- People Management
- Time Management
- Team Player
- Stakeholder engagement
- Interpersonal skills
- Exceptional oral and written communication
- Problem Solving
- Leadership
- Multi-Tasking
- Presentation skills

REFERENCES

Will be provided upon request