

KEDIBONE MONGALE

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Professional Summary

Experienced banking professional with over 17 years in the Financial Services Industry, specializing in fraud prevention, client services, and risk analysis. Proven ability to meet sales targets while implementing solutions that reduce operational costs. Strong communication skills and an academic background in Forensic Science and Technology. Seeking to transition into a dedicated role within the Fraud Investigation and Resolution segment.

Education

BA Honours in Forensic Science and Technology, University of South Africa – 2025

BA in Forensic Science and Technology, University of South Africa – 2022

Higher Diploma in Banking, Milpark Business School – 2019

Criminal Justice and Forensic Investigation, University of Johannesburg – 2014

Higher Certificate in Banking, Cornerstone – 2013

Professional Experience

- Entrenchment Banker | First National Bank April 2013 –2025
 - - Identify and investigate suspicious or fraudulent transactions through KYC verification.
 - - Provide account management and client onboarding services to Premier Suite clients.
 - - Analyze credit applications and assess financial performance for suitable credit facility submission.
 - - Maintain client communication throughout assessment and processing of applications.
- Risk Analyst Mentorship Programme | First National Bank (March 2019 – March 2020)
 - - Investigated suspicious activities and reported findings in line with quality standards.
 - - Escalated unresolved delivery quality issues to management.
 - - Worked through open alert queues and ensured compliance with governance and audit standards.
 - - Collaborated with peers to improve productivity and reduce operational risks.

- EMS Banker | First National Bank (April 2011 – March 2013)
 - - Reviewed deal efficiency and evaluated data integrity.
 - - Delivered account management services aligned with FNB values.
 - - Handled client queries and ensured business applications closed on time.
- Customer Service Consultant | First National Bank (January 2007 – March 2011)
 - - Processed account transactions via telephone banking.
 - - Provided general account maintenance and resolved client inquiries.
- Call Centre Agent | Vodacom (Merchants) (January 2006 – December 2006)
 - - Handled inbound client calls and explained product offerings.
 - - Logged complaints and processed blacklist requests for lost/stolen devices.

Skills

- Fraud Analysis and Prevention
- Client Relationship Management
- Analytical and Decisive Thinking
- Communication and Report Writing
- Compliance and Risk Mitigation
- Self-Management and Team Collaboration

References

Thembi Khambule – Team Leader at FNB

Tel: 087 5777 000 | Cell: 083 978 6733

Andisa Mtshali – Operational Risk Analyst at FNB

Tel: 078 345 2080 | Cell: 076 336 8706

Tshepo Molefe – Team Leader at Merchants

Tel: 011 628 0300 | Cell: 082 319 0494