

Nkateko Malina Tlou

3807 Madzena Street Chiawelo Soweto 1818

0812523811 | malina.tlou@icloud.com

Objective

Motivated and compassionate customer service professional with strong communication skills, problem-solving ability, and a genuine passion for helping people. Seeking to join a dynamic team where I can contribute to delivering excellent service and continuous client satisfaction.

Experience

- Hollard Insurance Company** 10 January 2022 - 30 November 2024
Customer Service Agent
 - Assisted clients with policy queries, updates and claim registrations.
 - Resolved customer complaints and provided accurate product information.
 - Maintained and updated customer records on internal systems.
 - Liaised with underwriting, claims and broker teams to resolve issues.
 - Ensured compliance with company procedures and service standards.
- Digicall SA Holdings** 4 December 2024 - Till Date
Case Manager (Customer Service)
 - Handle customer enquiries, complaints, and service-related requests professionally.
 - Manage customer cases from initial contact through to successful resolution.
 - Investigate issues and provide accurate solutions while ensuring customer satisfaction.
 - Liaise with internal teams and service providers to resolve outstanding cases efficiently.
 - Maintain accurate case records, follow up on requests, and meet service and quality targets.

Education

- John Orr Technical High School** 2021
Matric
12
- Stadio Higher Institution** 2023
Higher Certificate in Education

Skills

- Ownership and accountability
- Problem Solving
- Adaptability
- Resilience
- Adaptability

Languages

- IsiZulu
- English
- Xitsonga
- Sesotho
- Sepedi

Reference

- **Bafana Mbokota - "Hollard Insurance Company "**

Team Leader

BafanaM@hollard.co.za

062 380 4136

- **Olwethu Mphutha - "Digicall SA Holding "**

Supervisor

Olwethu.Mphutha@digicall.co.za

065 535 9512