

PORTIA DUBE

Contact

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Skills

Communication • Organization • 80%
Multitasking • Technical •
Customer service • Time
Management • Working
Independently



OBJECTIVE

To secure a challenging position within my field of study as well as to gain as much experience in the job market for personal growth and professional development. I seek challenging opportunities that will push me to showcase my full potential while contributing to the organisation's growth and overall success.

EXPERIENCE

Dash Bpo

July 2025 - Current

Patient Service Representative

Schedule appointments for new and existing urologypatients

- Updating patient information in electronic records and maintain patient files
- Verify patient insurance coverage
- Address patient inquiries and complaints, directing them to the appropriate staff members for timely resolution.
- Request for prescription refill
- Fax test results and office visit notes

Kusile Power Station

January 2025 - June 2025

Control Room Agent

Madisebo Attorneys

January 2024 - June 2024

Receptionist

- Managing security and telecommunications systems
- Handling queries and complaints via phone, email and general correspondence
- Transferring calls as necessary
- Taking and ensuring messages are passed to the appropriate staff member in time
- Managing meeting room availability
- Receiving, sorting, distributing and dispatching daily mail
- Preparing vouchers
- printing, photocopying and faxing
- Recording and maintaining office expenses
- Managing office inventory such as stationery, equipment and small furniture appliances

Kantar Research

July 2014 - September 2020

Call Centre Agent

- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
 - De-escalate situations involving dissatisfied customers, offering patient assistance and support
 - Call clients and customers to inform them about the company's new products, services and policies
 - Guide callers through troubleshooting, navigating the company site or using the products or services
 - Review customer or client accounts, providing updates and information about billing, shipping, warranties and other account items
 - Collaborate with other call centre professionals to improve customer service
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EDUCATION

Molapo Secondary School

2009

Matric