

Curriculum Vitae
Of
Sithembiso Ishmael Mbhokazi

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Personal Details

Name	Sithembiso Ishmael
Surname	Mbhokazi
Nationality	South African
Date of Birth	1989/03/04
Identity Number	8903045245088
Gender	Male
Employment Equity Status	African
Language	English; isiZulu; Xitsonga; Tshi-Venda; Basic understanding of SeSotho and others
Marital Status	Married
Physical Address	25229 Protea Glen Ext. 28, Soweto, 1818
Contact Number	0782119580
E-mail Address	ishymbhokazi@gmail.com
Driver's License	Code 10
Criminal Record	None
Health Condition	Excellent
Transport	Own transport

Executive Summary

If selected for any related position I will add value, not only to your company/department but also to the clientele.

Computer Literacy

I can easily adapt to any computer system

Secondary Education

School	Masiza High School
Grade	12
Year	2007
Subjects	English, Mathematics, Biology, Agricultural Science and Xitsonga

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Qualification

Qualification Type	RE5 Regulatory Examination
Year Started	08.12.2023
Institution	Moonstone

Qualification Type	Wealth Management NQF 5 – (152 Credits)
Year Started	2010/2011
Institution	Workers Academy of Insurance

Qualification Type	Information Technology (Technician) and Call Centre
Year Started	2008
Institution	Educon Business College

Employment History and Skills

Organization	MIBFA
Period	01 May 2014 – Present
Job Description	Death Claims Administrator/ Claims clerk
Reason for Leaving	Career development
Duties:	
<ul style="list-style-type: none"> • Administration of death claims. • Communicating with dependents/attorneys/companies - written and verbal. • Obtaining documentation in preparation for payment. • Paying claims, pledges and advances. • Interviewing claimants/attorney representatives. • Completing and submitting necessary statistical reports. • Requesting of tax directives from Receiver of Revenue. 	

Organization	MIBFA
Period	06 March 2013 to 30 April 2014
Job Description	Retirements Claims Clerk
Reason for Leaving	Promotion
Duties:	
<ul style="list-style-type: none"> • Dealing with member queries telephonically. • Calculating various claims and paying out of claims. • Utilizing the functions of the Natural system to carry out the day-to-day activities. • Interpretation and application of Fund Rules. • Administration of Retirement benefits. • Corresponding with external customers • Customer queries relating to benefits and general enquiries in terms of the Pension Funds Act. • Ability to prioritize and draw conclusions from data 	

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NBC Holdings

Organization	NBC Holdings
Period	January 2010 to March 2013
Job Description	Withdrawal, Death, and Disability Administrator
Reason for Leaving	Career growth
Duties: <ul style="list-style-type: none">• Administration of death, disability, withdrawal, and retrenchment claims• Assessment of documents in line with company standards and procedures• Corresponding with members and employers• Calculating benefits payable• Completing and submitting necessary statistical reports• Customer queries relating to benefits and general enquiries in terms of the Pension Funds Act• Preparing claims for payment of benefits on Everest System.	

SKILLS

- Data Capturing
- Customer Care
- Call Centre Management
- Claims Management
- Provident Fund Administration
- Helpful and Self Motivated.
- Professional and patient
- Communication and Writing skills
- Honest
- MS Office and Internet Navigation

References

Company Name	MIBFA
Referee Name and Position	Miss Omphile Leboho Deaths and PFA Supervisor
Contact Numbers	011 870 2476, 073 547 6354 or 011 870 2000

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*Regulatory Examination
Certificate*

434055

THIS SERVES TO CERTIFY THAT

Sithembiso Ishmael

Mbhokazi

8903045245088

has successfully completed the
RE5 Regulatory Examination: Representatives in all Categories of FSPs

examination at
JHB-Sandton Sinosteel Plaza

on
08/12/2023

