

# PORTIA LBOGANG MUSI

083 923 6854 and 073 516 8275.  
lebogangmusi847@gmail.com  
Tembisa, Gauteng

## ABOUT ME

I am an ambitious woman who is prepared to achieve the desired goals of the job description. Dynamic and results-driven professional with a robust background in call center operations and pharmacy management, complemented by qualifications in Human Resources and Business Management. Proven ability to leverage strong communication and interpersonal skills to enhance customer satisfaction and streamline operations. Demonstrated expertise in managing teams, implementing HR strategies, and optimizing business processes to drive organizational success. Adept at fostering a positive work environment and ensuring compliance with industry regulations.

## PERSONAL DETAILS

- Nationality : South African
- Driving Licence : Code C1
- Willing to relocate : Yes
- Availability : Immediately

## EDUCATION /CERTIFICATES

- High School Diploma  
Jeppe Education Centre, Johannesburg | 2013
- Diploma in Business Administration, Elective In Human Resource Management  
Richfield Graduate Institute of Technology, Midrand | 2018

## EXPERIENCE

01/2021 -

- **CCMDD Call Centre Agent**  
Pharmacy Direct, Centurion  
RESPONSIBILITIES  
Inbound Calls (Answering calls from patients, regarding their medication, collection date and pick up point).  
Outbound Calls (Returning calls to patients who made a please call me back).  
Capturing patient's script (Renewing existing patient's scripts and capturing new patient's scripts).  
Sending reminder messages to patients to collect their medication within 48 hours.  
Compile a list of pickups (Of medication that were not collected within 14 days).  
Comply and capture a de-registration list of patients who are no longer part of the CCMDD program

10/2018 -  
01/2021

- Pharmacy Direct, Centurion  
RESPONSIBILITIES  
Packing medication according to their due date.  
Reaching the daily set targets of medication to be packed.

09/2015 -  
11/2015

- **Packer (Temporary Position)**  
3M Company SA, Kempton Park (Pomona)  
RESPONSIBILITIES  
Responsible for daily packaging of stocks accordingly.  
Worked with a team to reach daily set targets and packed in the warehouse.

## KNOWLEDGE /SKILLS

Customer-Centric Approach

100%

Experience working in a shared service environment is preferred

100%

Collaborative Teamwork

100%

Pharmacy Knowledge

80%

Time Management skills

100%

Computer literacy (Microsoft Office Package)

100%

HR and Business Management:\*

100%

Handling Customer complaints and Queries

100%

## REFERENCES

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- Mr. Mahlatse Malema  
(CCMDD Provincial Support Manager),  
mahlatse. malema-nhi@pharmacydirect.co.za
- Ms. Nomonde Buka,  
Supervisor  
(CCMDD Call Centre),  
079 653 0294
- Mr Janus Prinsloo  
(Senior Manager : CCMDD CRM Operations),  
012 643 3049,  
janusprinsloo-nhi@ pharmacydirect.co.za