

PETRONELLA MASHEGO

Data Analyst

Grand Central Towers, Midrand 1685

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PROFESSIONAL SUMMARY

Professional Summary Analytical and detail-oriented Economics graduate with a foundation in data analysis, business reporting, and stakeholder support. Strong skills in Microsoft Excel, SQL basics, and interpreting data to inform business decisions. Experience in administrative roles with a focus on documentation accuracy, operational efficiency, and client communications. I am eager to grow in a business analysis environment where I can contribute to process improvement, data-driven insights, and strategic planning.

CORE COMPETENCIES

- Customer relationship management
- SAP and SAGE Usage
- Microsoft Excel (for aging reports, reconciliation)
- Time management and organization
- Communication and conflict resolution
- Knowledge of NCA (National Credit Act) and consumer protection laws

PROFESSIONAL EXPERIENCE

Call Centre Data analyst| Dec 2022 – Present

- Maintained accurate records, supported audit compliance, and captured financial documentation.
- Assisted with cash flow reporting and reconciliation of data related to compensation fund claims.
- Processed administrative tasks across departments, ensuring smooth and efficient operation.
- Collected and maintained structured client and operations data.
- Assisted in preparing departmental reports and resolving client queries.
- Worked with internal teams to streamline administrative workflows.
- Supported ad-hoc analysis and documentation required for audit and planning.

- Demonstrated excellent interpersonal skills while resolving finance-related client queries.
- Contributed to process enhancements and documentation accuracy across teams.

Collections assistant, JD group | Jan 2019 – Dec 2022

- Monitored and managed overdue accounts to ensure timely payments.
- Performed daily follow-ups via phone, email, and letters for outstanding debt.
- Negotiated payment arrangements and settlements with clients.
- Investigated and resolved customer disputes regarding invoices and payments.
- Reviewed credit applications and performed credit risk assessments.
- Maintained accurate records of collection activities and payment history.
- Worked closely with sales and finance departments to resolve billing issues.
- Recommended accounts for legal action or write-offs when necessary.
- Generated and analyzed aging reports and collection metrics.
- Ensured compliance with debt collection laws (e.g., POPIA, NCA if in South Africa).

EDUCATION

Bachelors of Honors in Economics | Jan 2024 – Current

- Gained foundational skills in SQL and data analysis.

Bachelor's Degree in Economics | Jan 2018 – Dec 2022

- Specialized in Macro & Microeconomics, Econometrics, Accounting, Public Economics, Commercial Law
- Introduction to SQL, Business Studies, and Money & Banking

REFERENCES

Nqobile Mlotshwa (Supervisor) – 0711271051

Linda Mkhathshwa (Supervisor) – 072 861 3364

Lydia Gama(Supervisor) – +27 67 919 1428