

Sisipho Mbekembe

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Objective

- Detail-oriented **LLB graduate (2025)** with hands-on experience in **policy administration, data validation, document management, and client liaison**. Skilled at processing amendments, cancellations, and record updates while ensuring accuracy and compliance. Demonstrates excellent communication, analytical, and organizational abilities gained through administrative work in the insurance sector. Dedicated to maintaining high standards of quality and service efficiency in fast-paced, deadline-driven environments

Education

- **University of South Africa**
Bachelor of Laws 2025
- **Phineas Themba Xulu Secondary School**
Matric 2015

Experience

- **360 Administration and Systems Pty Ltd (1Life Broker)** 2022 - 2024
Client Liaison Officer

Tracked daily and weekly progress using Excel spreadsheets, ensuring timely resolution of pending policies.

Communicated directly with clients and stakeholders to rectify errors, confirm policy changes, and follow up on outstanding items.

Maintained digital filing systems for policy documentation, ensuring proper indexing and version control.

Supported reporting on workflow, client activity, and application status for management.

Skills

- | | | |
|---|--|--------------------------------|
| Policy Amendments & Maintenance | Data Capturing & Validation | Document Verification & Filing |
| Client Liaison & Stakeholder Support | Recordkeeping & Reporting | Compliance & Confidentiality |
| MS Office (Excel, Word and Outlook) | CRM & Insurance Administration Systems | |
| Attention to Detail & Quality Assurance | Time Management & Problem Solving | |

Language

- - English
 - Sesotho
 - IsiXhosa
 - IsiZulu

Development

- **Internal Compliance and Policy Servicing Training** 360 Administration & Systems (2024)
360 Administration & Systems (2024)
- **Legal Research and Drafting**
LLB Coursework (2025)
- **Microsoft Office Suite**
Daily use for documentation, data analysis, and client record management and LLB Coursework