LETLHOGONOLO SILAS SELLO

Technical Validation | Quality Assurance Support | SQL and Data Analysis
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PROFESSIONAL SUMMARY

Adaptable, technology-driven professional with approximately nine years of experience as a Technical Administrator and Payment Administrator. Exposure to data analytics, SQL, data modelling, system analysis, software testing, application support and technical support. Skilled in quality assurance support, operational data analysis, system testing and identifying technical issues to deliver effective solutions.

Has worked alongside Business Analyst and DevOps teams on business applications built from defined requirements and specifications. Holds ISTQB and Microsoft Azure Fundamentals (AZ-900) certifications, with a business administration and operations background.

CORE SKILLS

- **Testing and quality**: system testing, defect escalation, quality assurance support, root cause analysis.
- **Data and reporting:** SQL, data analysis, data modelling, Power BI, Microsoft Excel, financial and operational reporting.
- **Systems and tools**: SAP ERP, Jira, Freshdesk, Voucher Management System (VMS), CSDB, Microsoft Office Suite.
- **Support and operations**: application support, technical support, escalation management, fraud and risk investigation.
- **Business:** invoice validation, payment processing, accounts payable, reconciliation, team leadership.

PROFESSIONAL EXPERIENCE

Stand-in Manager (Team Leader) | **MultiChoice Pty Ltd** **2023 – 2025**

- Led day-to-day operations and met service delivery targets for a team of 13 employees.
- Managed Freshdesk support queues to maximise productivity and meet Service Level Agreements (SLAs).
- Reviewed, validated and authorised invoices for payment, improving validation accuracy and payment turnaround times.
- Prepared and analysed monthly Profit and Loss (P&L) reports and produced operational, revenue and performance reports for management.
- Identified revenue leakage risks, investigated root causes and implemented corrective actions to strengthen financial controls.
- Reduced operational risk through proactive fraud detection and revenue assurance.
- Managed installer escalations, customer complaints and complex operational issues through to resolution.
- Assisted senior management with operational planning, workflow management and resource allocation; coached team members and monitored performance.

Key Achievements

- Successfully supported a team of 13 employees while maintaining operational performance targets.
- Improved invoice validation accuracy and payment turnaround times.
- Reduced operational risks through proactive fraud detection and revenue assurance.

Key Skills: Team and Work allocation | Escalation management| System and data visualization | Root cause analysis.

Technical Validation | **MultiChoice Pty Ltd** **2020 – 2025**

- Conducted internal and external fraud and risk investigations.
- Validated technical claims and authorised claim payments.
- Executed system testing and escalated defects to technical teams.
- Investigated and resolved technical faults and field-related issues.
- Performed technical data analysis and produced operational reports.
- Identified opportunities to reduce revenue leakage and improve operational controls through process analysis.

Systems: VMS, CSDB, SQL, SAP ERP, MS Suite, Jira, Freshdesk

Payment Administrator | **MultiChoice Pty Ltd** **2016 – 2019**

- Processed and validated payments for DStv installations, fibre, distributors and insurance claims.
- Reconciled invoices and payment records; processed SAP payment journals and invoice allocations.
- Prepared daily payment reports for distributors and processed remittance documentation.
- Performed installation quality assurance reviews.
- Investigated payment discrepancies and resolved payment queries while maintaining SLAs.

Systems: VMS, CSDB, SQL, SAP ERP, MC Suite

Debtors Collection | **TS Legal Services** **2014 – 2016**

- Managed debtor accounts and payment collections; negotiated payment arrangements.
- Reconciled customer accounts, resolved account queries and maintained accurate records.
- Handled inbound and outbound customer communication and escalated unresolved cases.

CERTIFICATIONS

- ISTQB Certificate (software testing)
- Microsoft Azure Fundamentals, AZ-900 (cloud computing)
- Oracle Database SQL Fundamentals
- Data Analytics for Beginners
- Accounts Payable: Accounting to Management
- Excel Pal Academy: Excel
- Online Business Acumen

EDUCATION AND TRAINING

- **IT Technical Support** | **CTU Training Solutions (CompTIA modules)**
  Computer Architecture A & B (CA511), IT & Business Planning (IBP412), Modern Desktop Administrator (MDA512), Network Architecture (NA511), PowerShell (PS511)
- **The Next Manager Programme** | Gordon Institute of Business Science (GIBS)
- **Grade 12 (Matric)** | Namedi Secondary School

REFERENCES (contact details available on request)

- Mr Siphiwe Manzini | Manager | Multichoice
- Mrs Govender | Manager | TS Legal Services