

Herbert Mkhonto Khumalo



Professional Summary

Results-driven Compliance Debt Management Officer with experience in revenue recovery, taxpayer engagement, and public health support services. Skilled in profiling accounts, negotiating payment solutions, enforcement escalation, and stakeholder communication. Proven ability to work in high-pressure environments while maintaining professionalism, accuracy, and service excellence.

Core Skills

Debt Recovery & Compliance Management

Taxpayer Engagement & Negotiation

Payment Arrangement Structuring

Enforcement Escalation Procedures

Client Relationship Management

Data Capturing & Reporting

Counseling & Communication

Community Engagement & Advocacy

Education

Bachelor of Arts in Communication Sciences (Incomplete)
University of South Africa (UNISA)

N1 Mechanical Engineering
Western College (Westcol)

Grade 12 Senior Certificate
Romaine High School

Professional Experience

Compliance Debt Management Officer

South African Revenue Service (SARS)

Profiled taxpayer accounts to determine recovery strategy

Engaged taxpayers telephonically and via correspondence

Issued Final Demands

Created and managed payment arrangements

Issued Third Party Appointments (TPAs)

Allocated payments correctly across tax periods

Escalated cases for enforcement action where necessary

Sales Representative

Clientele Life

Presented insurance products to prospective clients

Achieved and exceeded monthly sales targets

Maintained long-term client relationships

Advocacy Officer

Grinders Arisen

Conducted human rights and health advocacy campaigns

Facilitated community education sessions

Coordinated stakeholder engagements

Linkage Officer

Grinders Arisen

Linked patients to care and treatment services

Monitored referrals and follow-ups

Collaborated with healthcare providers

Treatment Navigator

Wits RHI

Guided patients through treatment processes

Addressed adherence challenges

Coordinated with clinical teams

Lay Counselor (HTS)

Wits RHI

Provided HIV Testing Services counseling

Ensured confidentiality and accurate reporting

Peer Educator

Wits RHI

Delivered youth health education sessions

Promoted HIV awareness and prevention

Certifications & Training

Effective Counseling Techniques

Financial Analysis Fundamentals

Peer Education Training

Customer Service & Sales Training

Additional Information

Code 10 Driver's License

No Criminal Record

References

Nonkululeko Mabaso – Operations Manager SARS –

Olifile Mohulatsi – Business Area Manager SARS –