**NEWS ARTICLE**

Maintaining service delivery all in a day’s work for Molly Maphalala at adumo

**6 August 2024:** Observed on 9 August, Women’s Day serves as a powerful reminder of the ongoing journey toward gender equality. The day seeks to address the root causes of discrimination that still curtail women's rights in both private and public spheres. At [adumo Payouts](http://www.adumo.com/payouts), we proudly commemorate this day by showcasing **Molly Maphalala**, Service Delivery Manager.

First and foremost, Molly ensures that the appropriate support is given to each client while ensuring customer satisfaction. Her key responsibility is to retain and maintain existing clients through account and relationship management. Thus, she works closely with the business development managers and client services team.

Molly has a diploma in IT from Bedford College in the UK, complemented by industry certifications in customer service, leadership, and marketing. Early in her career she transitioned from client services to the fraud department within a year and dedicated four years to this role.

During this time, she spearheaded initiatives aimed to reduce recurring critical errors resulting in revenue loss. Following her tenure at Legacy Group, where she played a pivotal role in launching its rewards programme across multiple hotels continent-wide, Molly moved into the fintech industry.

Such diverse experience has significantly shaped her work ethic and contributed to her current position at adumo Payouts. Recognised for her talent, she was promoted to the role of Service Delivery Manager, overseeing key accounts.

“Diversity and inclusion are foundational principles that guide our approach to equal opportunity employment and fostering an inclusive workplace,” says Molly. Mentorship and professional development initiatives are what stand out for her as it cultivates an inclusive workplace where each employee feels respected, valued, and encouraged.

What keeps her passionate about her job is the continuous learning from both colleagues and clients. Each day presents opportunities to engage with diverse industries, bringing forth new, unique, and challenging experiences.

Celebrating Women’s Day is about honouring the trailblazing women who came before her, concludes Molly, acknowledging their struggles and the barriers they faced, which paved the way for the opportunities and platforms she has today.

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**Notes to the Editor**
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