



Zanele Pearl Makhathini

Curriculum Vitae (CV)

What job i'm looking for? My positive points

In the past 10 years, I've worked in the security industry as a Contact centre operator, a Dispatcher, Incident Manager and Shift Manager which assisted me to know how to give good customer service to clients and non-clients which consisted answering telephone calls, verifying information and Routing calls to relevant departments. As an incident Manager, my duties consist of complains management and general investigation. Loading of all incidents and clients complaints. Regarding the client's complaint. The client needs to be contacted to obtain the correct details after an investigation needs to be conducted Operations and Area Managers must be notified. My job title requires teamwork in order for the daily duties to be executed correctly. Telephone Etiquette plays an important role in dealing with clients which consist of : Crucial Telephone Skills, Handling telephone complains, Answering the telephone in a professional manner, Determining of facts and repeating of all facts back to the client so that both parties will be on the same page.

- Preferred occupation
 - Dispatchers
Administrative jobs
 - Customer care agent
Administrative jobs
 - Call Centre agent
Administrative jobs
 - Control room supervisor
Security jobs
 - Control Room operator
Security jobs
- Preferred work location
 - Johannesburg
Gauteng
 - East Rand
Gauteng

Contacts and general information about me

- Gender: Female
- Residential location: Johannesburg
Gauteng
- Telephone number: *Information is available only for registered users.*
[Sign in](#)

Email address

Information is available only for registered users.

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Work experience

Working period **nuo 2009.10 iki 2014.06**
Company name Adt Security
You were working at: Control Room operator
Occupation Control Room Operator
What you did at this job position? Receiving incoming calls, Dispatching emergency vehicles and vehicle tracking.

Working period **nuo 2017.09 iki 2020.12**
Company name Beagle Watch Armed response
You were working at: Control room supervisor
Occupation Control Room Incident Manager
What you did at this job position? Investigate clients' complaints and give feedback to the client and management, Management of complaints and General Investigations.

Education

Educational period **nuo 2001.12 iki dabar**
Degree Grade 12 / Matric
Educational institution Isiphosemvelo Secondary School
Educational qualification Grade 12

Educational period **nuo 2008.08 iki dabar**
Degree Diploma
Educational institution Micro Mako International College
Educational qualification Call Centre Mngement
I could work Yes

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
isiZulu	fluent	fluent	fluent
isiXhosa	very good	very good	basic

Computer knowledge

Spreadsheets (Excel, Google Sheets, OpenOffice Calc). ...

Email (mail merge, filters, folders, rules)

Presentations/Slideshows (Powerpoint, Google Slides, OpenOffice Impress,)

MS Office (Word, Excel, Outlook, Powerpoint, OneNote, Access)

Additional information

Your hobbies	Endurance Sports. Engaging in an endurance sport such as Cycling shows that you're dedicated, focused, and capable of working alone. ... Team Sports. ... Art. ... Volunteer Work. ... Travel. ... Blogging / Video Production. ... Foreign Languages. ... Gaming.
Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg
Driver license from	2015-08-00 (9 years)
Salary you wish	15000 R per month
How much do you earn now	9000 R per month