



# 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. <a href="#">Sign in</a>

Email address

Information is available only for registered users.

[Sign in](#)

## 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