



Thobeka Nkabi

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am looking for office work related jobs for an example administrative work, reception or secretarial work.

I possess the following skills:

Good telephone answering skills.

Ability to work as part of a team.

Organisational skills.

Attention to detail.

Courteous.

Strong customer service skills.

Preferred occupation

Receptionist
Administrative jobs

Front Desk Agent
Administrative jobs

Secretaries
Administrative jobs

Preferred work location

Durban City
KwaZulu-Natal

Johannesburg
Gauteng

Contacts and general information about me

Day of birth 1989-03-01 (35 years old)

Gender Female

Residential location Durban City
KwaZulu-Natal

Telephone number *Information is available only for registered users.*
[Sign in](#)

Email address *Information is available only for registered users.*
[Sign in](#)

Work experience

Working period **nuo 2020.11 iki dabar**
 Company name Mthembu and Partners Incorporated
 You were working at: Secretaries
 Occupation secretary/receptionist
 What you did at this job position? Transfer data from paper formats into digital files or database systems Transcribe documents from dictated tapes Edit completed work for grammar, spelling and punctuation Gather and organize typing material Create spreadsheets and presentations, combining various data from existing files Maintain physical and digital filing systems Scan and print files, as needed Keep information confidential in accordance with security policies

Working period **nuo 2020.02 iki 2020.07**
 Company name Call Centre International
 You were working at: Call Centre agent
 Occupation call centre agent
 What you did at this job position? Answer incoming calls and respond to customer’s emails. Management and resolve customer complaints. Sell products and place customer orders in the computer system. Identify and escalate issues to supervisors. Provide product and service information to customers. Research required information using available resources. Research, identify, and resolve customer complaints using applicable software. Process orders, forms, and application. Route calls to appropriate resources. Document all call information according to standard operating procedures. Recognize, document, and alert the management team of trends in customer calls. Follow up customer calls where necessary. Upsell products and services. Complete call logs and reports Other duties as assigned.

Working period **nuo 2012.03 iki 2015.12**
 Company name Mount Edgecombe Country Club
 You were working at: Receptionists
 Occupation receptionist
 What you did at this job position? Management of meeting rooms. Handling queries and complaints via phone, email and general correspondence. Greeting all visitors. Transferring calls as necessary. Managing office supplies such as stationery, equipment and furniture. Performing ad-hoc administration duties. Maintaining office services as required (such as cleaners and maintenance companies). Receiving and dispatching deliveries. Assisting with mail as required. Taking and ensuring messages are passed to the appropriate staff member on a timely basis.

Education

Educational period **nuo 2019.02 iki dabar**
 Degree Certificate
 Educational institution Boston City Campus and Business College
 Educational qualification Executive Legal Secretary

Educational period **nuo 2008.01 iki dabar**
 Degree Degree
 Educational institution University of South Africa
 Educational qualification LLB

Educational period **nuo 2002.01 iki 2006.12**
 Degree Grade 12 / Matric
 Educational institution Avoca Secondary School
 Educational qualification Senior certificate

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
isiXhosa	fluent	fluent	fluent
isiZulu	fluent	fluent	fluent

Computer knowledge

I am computer literate. I know how to use Microsoft Word, Microsoft Excel, Powerpoint and Outlook.

Additional information

Driver licenses None
 Salary you wish 8 000.00 R per month
 How much do you earn now 4 000.00 R per month