



# Dineo Nkuna

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

I'm looking for customer care job and admin job

Customer service skills.

Verbal communication skills.

Written communication skills.

Ability prioritize and multitask.

Problem-solving skills.

Competence in office software.

Relationship management.

Preferred occupation                      Customer care agent  
Administrative jobs

Preferred work location                      West Rand  
Gauteng

## Contacts and general information about me

Day of birth                                      2006-01-01 (18 years old)

Gender    Female

Residential location                              West Rand  
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	<b>nuo 2013.09 iki 2022.07</b>
Company name	Merchants
You were working at:	Customer care agent
Occupation	Customer care representative
What you did at this job position?	.Manage inbound and outbound calls in a timely manner. .Follow communication “scripts” when handling different topics .Identify customers’ needs, clarify information, research every issue and provide solutions . .Upsell orcross sell new products to customer when they arise. .Build sustainable relationships and engage customers by taking the extra mile. .Keep records of all conversations in our call center database in a comprehensible way. .Frequently attend educational seminars to improve knowledge and performance level. .Meet personal/team qualitative and quantitative targets.

#### **Additional information**

Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg
Driver license from	2018-03-00 (6 years)
Salary you wish	16000 R per month
How much do you earn now	10000 R per month