



# Thimna Simelela

Curriculum Vitae (CV)

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

Customer Service positions. I'm known to be a very determined, goal orientated individual. With these traits I'm able to manage time efficiently and always willing to go the extra mile in order to satisfy customers, I regard myself as a well manned, presentable and highly ambitious young professional.

The year I've spent working in the service industry has helped me gain meaningful skills and experience in customer service and confidence in building a successful career in sales, marketing and relationship management

|                         |                           |
|-------------------------|---------------------------|
| Preferred occupation    | Agents<br>Sales jobs      |
| Preferred work location | Cape Town<br>Western Cape |

## Contacts and general information about me

|                      |   |
|----------------------|---|
| Day of birth         | 1999-04-11 (25 years old)   |
| Gender               | Male  |
| Residential location | Cape Town<br>Western Cape   |
| Telephone number     | <i>Information is available only for registered users.</i><br><a href="#">Sign in</a> |
| Email address        | <i>Information is available only for registered users.</i><br><a href="#">Sign in</a> |

## Work experience

|                                    |  |
|------------------------------------|--|
| Working period                     | <b>nuo 2022.08 iki 2023.02</b>   |
| Company name                       | Takealot   |
| You were working at:               | Agents   |
| Occupation                         | Online Shopping Assistant  |
| What you did at this job position? | <ul style="list-style-type: none"><li>o Deliver timely, accurate, and professional customer service via phone, email, and chat</li><li>o Resolve product or service problems - assess any service failure, troubleshoot system errors, and take appropriate action.</li><li>o Liaise between internal departments to solve customer queries.</li></ul> |

## Education

|                           |                                |
|---------------------------|--------------------------------|
| Educational period        | <b>nuo 2014.01 iki 2018.11</b> |
| Degree                    | Grade 12 / Matric              |
| Educational institution   | Parklands College              |
| Educational qualification | NSC Certificate                |

### Languages

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

### Computer knowledge

Having attending Parklands College, which is one of South Africa's top 20 private schools that is recognised for being an Apple Distinguished School. I have a great background in computer science, technology infused place of learning and teaching.

### Recommendations

|                  |                             |
|------------------|-----------------------------|
| Contact person   | Jezerine                    |
| Occupation       | Team Leader                 |
| Company          | Takealot                    |
| Telephone number | 072 695 9823                |
| Email address    | jezerine.broer@takealot.net |

### Additional information

|                          |  |
|--------------------------|--|
| Your hobbies             | <p>I am your typical sport guy, I love playing football every Sunday with friends at the 5v5 Futball tournaments around the city.</p> <p>I tend to also be adventurous when the weather is right being hiking up traits early in the morning just to get the feeling of being one with nature.</p> <p>Other than that I often stay indoors &amp; read books or read up on current affairs just so that I can also be part of the conversation around me whether it being global news and/or pop culture. It's a great way to get involved in different topics of discussion so that you can get different opinions &amp; takes on matters.</p> |
| Driver licenses          | EB Articulated Light Vehicle ≤ 3,500kg   |
| Driver license from      | 2017-09-00 (7 years)   |
| Salary you wish          | 10000 R per month  |
| How much do you earn now | 7000 R per month   |