



# Sikelelwa Nkanti

Curriculum Vitae (CV)

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

I have a total of 8 years working experience, I started at a retail store (Checkers) as an admin clerk for 2,5 years then moved to a recruiting team as WFM Clerk. I'm 2019 I joined Amazon, I was a customer service associate, handling customer queries and complaints, processing refunds and returns for customers and investigating fraud from customer's' account.

Preferred occupation                      Customer care agent  
Administrative jobs

Administrators  
Administrative jobs

Preferred work location                      Cape Town  
Western Cape

## Contacts and general information about me

Gender    Female

Residential location                              Cape Town  
Western Cape

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 2015.02 iki 2017.01**

Company name                                      Checkers

You were working at:                              Administrators

Occupation    Admin Clerk

What you did at this job position?      Managing stock-taking, capturing invoices, placing orders, labelling and pricing items

Working period                                      **nuo 2017.01 iki 2018.09**

Company name                                      Checkers

You were working at:                              Recruitment professional

Occupation    WFM clerk

What you did at this job position?      Capturing schedules, payroll queries, recruiting new employees

Working period	<b>nuo 2019.05 iki 2022.12</b>
Company name	Amazon
You were working at:	Call Centre agent
Occupation	Customer Service Associate
What you did at this job position?	Handling customer queries and complaints, processing returns and refunds, investigating fraud from customers account

### Education

Educational period	<b>nuo 2020.07 iki 2021.07</b>
Degree	Certificate
Educational institution	Boston City Campus
Educational qualification	Human Resource Management

### Languages

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

### Computer knowledge

Microsoft office programs, SAP, CRM

### Recommendations

Contact person	Brad Whichman
Occupation	Manager
Company	Amazon
Telephone number	0612517615
Email address	wichman@amazon.com
Contact person	Johnein Damonse
Occupation	Manager
Company	Checkers
Telephone number	0622639784
Email address	039142@shoprite.co.za

### Additional information

Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg
Driver license from	2013-08-00 (10 years)
Salary you wish	9000 R per month