



Landi Mnguni

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Call Centre Agent and Receptionist position.

I have experience in the call center field and I believe I can excel in it. As someone who can learn quickly and improve the process, I strive to be a vital component of every team I join and I know that my skills and abilities suit well in the reception area.

During my role at a company I worked for as call center agent, I was in charge of handling customer questions and concerns in a timely and efficient manner. By providing impeccable service to clients I was able to spread enthusiasm and word of mouth across the community.

I take pride in conducting myself in a professional manner when representing the company. I throughout thoroughly enjoy getting to know customers and figuring out how best to serve their needs

Preferred occupation	Call Centre agent Administrative jobs
	Receptionist Administrative jobs
Preferred work location	Johannesburg Gauteng

Contacts and general information about me

Day of birth	1999-05-27 (25 years old)
Gender	Female
Residential location	East Rand Gauteng
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period **nuo 2021.11 iki 2022.08**
 Company name Masimini Primary School
 You were working at: Other jobs
 Occupation School assistant
 What you did at this job position? • I helped the learners with their school work. • I assisted teachers with mostly their admin work. • Prepared and filed documents for both teachers and learners. • Handled school related calls for teachers.

Working period **nuo 2019.03 iki 2019.09**
 Company name Connecticut
 You were working at: Call Centre agent
 Occupation Call Center Agent
 What you did at this job position? I did an Inbound call center agent mini course and training. • I used to handle incoming calls from clients and customers. • I handled questions and enquiries from customers about the company and service. • Provided information and handled complaints regarding the company and services.

Education

Educational period **nuo 2019.03 iki dabar**
 Educational period **nuo 2013.01 iki 2017.12**
 Degree Grade 12 / Matric
 Educational institution Phulong Secondary School
 Educational qualification Matric
 I could work Yes

Educational period **nuo 2020.06 iki 2020.08**
 Degree Certificate
 Educational institution Revolution media
 Educational qualification Film and Television certificate
 I could work Yes

Languages

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

Computer knowledge

MS Office. Word, Excel, Outlook, Powerpoint, Access. Google Drive, Docs, Drive, Forms, Gmail, Spreadsheets. Open Office, pivot tables, vertical lookups, macros.Email. Outlook, Gmail, mail merge, filters, folder

Recommendations

Contact person	Nicholas Ndlela
Occupation	Principal
Company	Masimini Primary School
Telephone number	0117364204

Additional information

Your hobbies	*Reading * Writing * Listening and analyzing music * Cooking and Baking
Driver licenses	None
Salary you wish	R12000-R15000 R per month
How much do you earn now	R0 R per month