



Mnguni Chesale

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

Preferred occupation	Computer technician IT, computing jobs
	Technical Support Consultant Other jobs
	International Customer Service AgentRetention Other jobs
Preferred work location	Johannesburg Gauteng
	Durban City KwaZulu-Natal

Contacts and general information about me

Day of birth	2000-04-11 (24 years old)
Gender	Male
Residential location	Johannesburg 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 2020.03 iki 2021.12
Company name	Alton Bytes People Solutions
You were working at:	Network administrators
Occupation	Remote IT Technician (FTTH)
What you did at this job position?	PROCESS FTTH (FIBER TO THE HOME) CUSTOMER SERVICE AND TECHNICAL SERVICES ENQUIRIES -PROVIDE END TO END SERVICES REMOTELY TROUBLESHOOT CUSTOMER'S FIBER SERVICES

Working period **nuo 2022.02 iki 2022.04**
 Company name Merchants CX (Comcast)
 You were working at: Jobs abroad
 Occupation International Billing Agent (promoted)
 What you did at this job position? Send invoices and account updates to International clients. Keep an accurate record of client accounts and outstanding balances. Receive, sort, and track incoming payments. Validate debit accounts to ensure the credibility of payments. Issue receipts for received payments Uselling

Working period **nuo 2022.05 iki 2022.09**
 Company name Merchants CX (Comcast)
 You were working at: Jobs abroad
 Occupation International Retentions Agent
 What you did at this job position? Communicating with international customers and support staff. Collecting data about customer service trends. Recording and responding to customer complaints. Developing strategies to retain customers. Measuring key performance metrics related to churn and retention efforts. Upselling

Education

Educational period **nuo 2019.02 iki 2019.11**
 Degree Grade 12 / Matric
 Educational institution Funda Community College
 Educational qualification Matric
 I could work Yes

Educational period **nuo 2020.02 iki 2021.02**
 Degree Certificate
 Educational institution Altron Bytes People Solutions
 Educational qualification NQF level 4 FET Information Technology: Technical Support
 I could work Yes

Languages

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

Computer knowledge

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Recommendations

Contact person	Thabo Thobejane
Occupation	IT support supervisor
Company	Alton Bytes People Solutions
Telephone number	0723089594
Email address	Thabo.Thobejane@altron.com

Contact person	Thulani Dlamini
Occupation	Contact Center Team Leader
Company	Merchants CX (Comcast)
Telephone number	0605557262
Email address	Thulani.Dlamini@merchantscx.com

Additional information

Salary you wish	R20000 R per month
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