



# Vusumuzi Msibi

Curriculum Vitae (CV)

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

I am a professional Administrative Manager with experience in Administration & Sales. I have a National Diploma in Administrative Management. I have experience in both the Administrative & Sales fields. I'm a very hardworking individual who also works very well in a team. I am computer literate & skilled in Ms Office, multitasking, organizing, coordination, leadership & versatility. I adapt very quickly to new environments & I strive to be an asset in every company I'm employed in. I am an excellent candidate in both Administrative & Sales positions.

Preferred occupation **Administrative Assistant**  
Administrative jobs

**Administrators**  
Administrative jobs

**Cashiers**  
Retail, store jobs

**Customer care agent**  
Administrative jobs

**Filing clerk**  
Administrative jobs

**Personal assistant**  
Administrative jobs

**Shop assistants**  
Retail, store jobs

**Sales consultant**  
Sales jobs

Preferred work location **Pretoria / Tshwane**  
Gauteng

**Johannesburg**  
Gauteng

## Contacts and general information about me

Gender **Male**

Residential location **Pretoria / Tshwane**  
Gauteng

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	<b>nuo 2018.09 iki 2021.09</b>
Company name	Valley Rez Student Accommodation
You were working at:	Administrators
Occupation	Office Manager
What you did at this job position?	<p>-Organizing meetings and managing databases. -Arranging transport for viewing purposes &amp; ordering stationery and IT equipment. -Dealing with Client correspondence, complaints and queries. -Preparing letters, presentations and reports for senior staff &amp; shareholders. -Supervising and monitoring the work of administrative staff. -Processing invoices and managing the office budget. -Implementing and maintaining procedures/office administrative systems. -Organizing induction programs for new employees &amp; ensuring that health and safety policies are up to date. -Attending meetings with senior management &amp; assisting the organization's HR and finance functions by keeping personnel records up to date. -Arranging interviews and updating financial documents.</p>
Working period	<b>nuo 2017.09 iki 2017.02</b>
Company name	PG Glass
You were working at:	Direct sales consultant
Occupation	Clientele Sales Consultant
What you did at this job position?	<p>-Manage and follow up on all counter sales (face-to-face and telephonic) by giving relevant advice to customers in the most professional manner to ensure all sales are closed, budgets and Nett Promoter Scores (NPS) targets are achieved, contributing to the growth of business. -To handle the processing of claims accurately and quickly by liaising with the customer on the correct excess amount and collect payment to ensure that daily key performance indicators are achieved and to avoid any financial losses to the business. -Ensure that the best administrative practices are always adhered to when conducting administration in order to ensure stock control and ordering processes are adhered to and customers have the ultimate low effort experience. -Utilize the scheduling system in the Service Centre maximizing the productivity of Fitters in order to maintain the targeted jobs per fit per day, ensuring the Fitment Centre is running to full capacity and customers' expectations are managed. -To accurately order stock according to work schedules following the buy-out procedures to ensure that there are no delays in rendering services to customers to maintain the highest standard possible. Adhere and comply with any other reasonable work requests from PG Glass Management.</p>

Working period **nuo 2015.01 iki 2015.12**  
Company name City of Tshwane Municipality  
You were working at: Government jobs  
Occupation Administrative Officer  
What you did at this job position? -Provide general administrative support within the Directorate.  
-Handle procurement of goods and services for the Directorate.  
-Provide financial administrative support to the Directorates.  
-Arrange, attend meetings and take minutes when required.  
-Assets management & verification.

Working period **nuo 2013.12 iki 2014.03**  
Company name Homemark  
You were working at: Sales agent  
Occupation Sales Consultant  
What you did at this job position? In-store sales & Promotions.

Working period	<b>nuo 2024.06 iki 2024.09</b>
Company name	South African Revenue Services
You were working at:	Call Centre agent
Occupation	Debt Collector
What you did at this job position?	<p>-To handle inbound and outbound (partially / non scripted) Contact Centre or Branch interactions for a single tax product, In Compliance with SARS policies and procedures. -Ensure that all walk-in inbound and outbound queries for a single tax product are promptly, effectively &amp; efficiently answered or resolved. -Attend to all multi-channel account enquires received, in respect of outstanding debits, credits, penalties &amp; interests with regards to all taxes. -Communication of transactional outputs and queries in area of work. -Identify problems, apply known solutions in line with procedures or guidelines and escalate unresolved problems. -Plan and organise own work in an effective and efficient manner to reach agreed performance objectives. -Report on transactional activity progression within set guidelines to provide timely information for decision making in area of accountability. -Deliver on contracted performance objectives according to set procedures and agreed service level agreements. -Embrace change initiatives and positively contribute to the success thereof within area of accountability. -Ensure quality of work content, quick turnaround, prioritise, minimise mistakes and continuously improve quality, service and standards. -Comply with and adhere to identified governance and compliance standards and escalate problems for investigation and resolution. -Develop productive working relationships with team members, Ops Managers and key role players in the business to support contracted work outputs. -Drive own performance and development in order to achieve and improve on work outputs in line with required response time, quality and service delivery standards. -Continuously assess own performance, seek timely and clear feedback and request training where appropriate. -Adhere to specified policies, standards, legislation and procedures to prevent wastage on resources, unauthorised expenditure and wasteful expenditure and report violations. -Ensure own understanding and adherence to customer service delivery in order to meet or exceed customer expectations. -Contribute to a culture of service excellence, which builds positive relationships and provides opportunity for feedback and exceptional service.</p>

### Education

Educational period	<b>nuo 2011.01 iki 2014.12</b>
Degree	Diploma
Educational institution	Tshwane University of Technology
Educational qualification	National Diploma in Administrative Management
I could work	Administrative Manager, Administrative Assistant, Office Manager, Office Administrator

Educational period	<b>nuo 2004.01 iki 2009.12</b>
Degree	Grade 12 / Matric
Educational institution	Kenneth Masekela Secondary School
Educational qualification	National Senior Certificate
I could work	Sales Consultant

### Languages

Language	Speaking level	Understanding level	Writing level
English	very good	very good	very good
isiZulu	very good	very good	very good
Sesotho	good	good	basic

### Computer knowledge

Ms Office, SAP Business One, Digicall, SAGE VIP Payroll

### Recommendations

Contact person	Fola Raymond
Occupation	CEO
Company	Valley Rez Student Accommodation
Telephone number	0736039021
Contact person	Jannie Niemand
Occupation	Fitment Centre Manager
Company	PG Glass
Telephone number	0872603467
Contact person	Zanele Maluleka
Occupation	Functional Head
Company	City of Tshwane Municipality
Telephone number	0123580024
Contact person	Mahlodi Raphadu
Occupation	Oos Manager
Company	South African Revenue Services
Telephone number	0828119491
Email address	Mraphadu@sars.gov.za

### Additional information

Your hobbies	Music Production & Body Building
Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg

Driver license from

2020-04-00 (4 years)

Salary you wish

R12500 R per month