



# Mmapule Irene Mlangeni

Curriculum Vitae (CV)

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

I am 34 years old lady looking for a customer service position and believe that this opportunity will enable me to gain necessary experience.

I have a Certification in PC Engineering and Data Capturing. I understand that the quality of customer service is essential to a successful company.

I have excellent communication skills both oral and written, multitasking and customer service experience. I have proficient in MS Office and other computer programs.

I have worked various customer service roles over the course of my career for over 7 years. I have worked as customer service agent at the call centre, bank customer service clerk and bank Teller. I enjoyed the frequent contact I had with customers and the role I played in solving their problems and strategic business development.

I am an energetic worker who is able to give as much effort and dedication. I have a driver's license and own transportation.

Kindly would like to thank you for taking the time to consider my application, and I hope to hear from you in the near future.

I am available during work hours at 063 133 5001.

Thank you

Preferred occupation

Generals  
General jobs

Preferred work location

Sedibeng  
Gauteng

Johannesburg  
Gauteng

Pretoria / Tshwane  
Gauteng

East Rand  
Gauteng

## Contacts and general information about me

Day of birth

1989-02-16 (35 years old)

Gender Female  
 Residential location Sedibeng  
 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 **nuo 2008.12 iki 2008.12**  
 Company name Standardbank  
 You were working at: Banking  
 Occupation ATM Demonstrator  
 What you did at this job position? ATM WITHDRAWALS, TRANSFERS, DEPOSITS, PRINTING STATEMENTS,CHECKING BALANCES

Working period **nuo 2009.05 iki 2010.07**  
 Company name Sibize  
 You were working at: Call Centre agent  
 Occupation License Bookings  
 What you did at this job position? Inbound call, transferring from different departments, learniners and drivers licenses.

Working period **nuo 2010.11 iki 2016.09**  
 Company name ABSA Bank  
 You were working at: Banking  
 Occupation Customer service clerk and Teller  
 What you did at this job position? Delivery of friendly, quick, accurate and customer serviceAssist clients regarding, but not limited to the following:  Personal information, address and other details; Cheque books; Debit orders; Stop payments;  ATM, debit and credit cards;  PIN related queries; Issuing statements and account information;  Educate customers on the Bank's procedures and security requirements, including Customer Acceptance Screening Application (CASA) and Financial Intelligence Centre Act (FICA); Adhere to Absa policies and procedures when processing client requests; Adhere to legislation and regulatory requirements, including Financial Information Centre Act (FICA), Code of Banking Practice and Money Laundering; Adhere to all audit requirements; To be updated and informed of banking products and services;

**Education**

Educational period **nuo 2002.01 iki 2006.12**  
 Degree Grade 12 / Matric  
 Educational institution Rutasetjhaba Secondary school  
 Educational qualification Metric Certification

Educational period **nuo 2007.02 iki 2008.02**  
 Degree Certificate  
 Educational institution PC Training and Business College  
 Educational qualification PC Engineering Certificate

Educational period **nuo 2009.05 iki 2009.05**  
 Degree Certificate  
 Educational institution Quest Computer Skills Centre  
 Educational qualification Data Capturing Certificate

**Languages**

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

**Recommendations**

Contact person Xoliswa Voko  
 Occupation Host  
 Company ABSA Bank  
 Telephone number +27 (79) 367-5611

Contact person Phumzile Shabalala  
 Occupation Customer service clerk  
 Company ABSA Bank  
 Telephone number +27 (73) 274-8206

Contact person Lorna Masemola  
 Occupation Agent  
 Company Real Estate's  
 Telephone number (073) 047-0375

**Additional information**

Your hobbies reading books, writing, cooking, traveling and mind task games  
 Driver licenses B Light Vehicle ≤ 3,500kg  
 Salary you wish 7000 R per month  
 How much do you earn now 3000 R per month