



# Buhle Nompie Nyathela Letta Tlou

Curriculum Vitae (CV)

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

I am writing to you with regards to the recent Call Centre/ Sales Consultant position that I saw advertised on the internet.

I have a total of 8 year and 3months work experience in this field and am confident that I am the best candidate for your vacancy. My present position has taught me the importance of clear communication and customer service over the phone and physically. In my current role I resolve customer problems, give sale purchase and take accurate notes of conversation with customer.

I am a goal and result orientated team player who is reliable, punctual and experienced in taking inbound calls and receiving and sending emails from customers regarding product and services. Over the phone I will be an excellent ambassador for your company, and someone who will create a professional first impression that customer will remember for the right reason. Furthermore, I have a proven track record of increasing sales, up-selling, cross selling and dealing with a high volume of calls on a daily basis.

I consider my strongest points to be my impeccable phone manners, my clear voice and my ability to deal with agitated or distressed customer.

Should you find interest in my application, then I will be available for an interview at your convenience. I have enclosed my curriculum vitae and I am willing to provide any other details you may need. I have excellent references and would be delighted to discuss any possible vacancy with you at your convenience.

Thank you for your consideration and looking forward to hearing from you.

Yours sincerely

Buhle Nompie Nyathela Letta Tlou

## Contacts and general information about me

Day of birth 1991-08-26 (32 years old)

Gender	Female
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

### Work experience

Working period	<b>nuo 2020.09 iki 2023.04</b>
Company name	Engen Garage Lotus Gardens
You were working at:	Sales consultant
Occupation	Cashier and Petrol Attended
What you did at this job position?	❖ Retail ❖ Promote products ❖ Cashier ❖ One way service ❖ Pure petrol ❖ Stock taking

### Education

Educational period	<b>nuo 2010.01 iki 2013.12</b>
Degree	Diploma
Educational institution	Tshwane North College
Educational qualification	Hospitality

### Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent

### Computer knowledge

- ❖ Assistance of manager, Ms Office computer course inclusive of Ms Word, Ms Excel, Ms PowerPoint and Ms Outlook
- ❖ Buspro System for reserving seats and selling tickets for intercity travels as well as for refunding tickets
- ❖ Altech Netstar Tracking system to track the company's vehicles that are en route nationwide, to monitor the speeding report of every vehicle and the position history for each trip.
- ❖ E-communicate system for sending messages to passengers regarding any delays or communicate any messages to any of our passengers regarding our services, trips.

### Recommendations

Contact person	Mrs Asma Moola
Occupation	HR Manager
Company	ELDO coaches
Telephone number	074 022 3995
Email address	asma@eldocoaches.co.za

**Additional information**

Salary you wish	7000 R per month
How much do you earn now	6000 R per month