



# Ntombifuthi Mthembu

Curriculum Vitae (CV)

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

I am looking for Call Centre agent, receptionist or switchboard operator position.

I have the following skills:

A strong command of verbal and written communication is essential for effective interaction with customers and colleagues.

The ability to listen attentively and understand the needs of customers is crucial in addressing their concerns and providing appropriate assistance.

Having a friendly, patient, and professional demeanor when dealing with customers is crucial for building positive relationships and ensuring customer satisfaction.

Call Centre agents, receptionists, and switchboard operators often need to handle multiple tasks simultaneously, such as answering calls, taking messages, and providing information. Good multitasking skills are essential in managing these responsibilities efficiently.

Being able to think quickly and find solutions to customer issues or unexpected situations is a valuable asset in these roles.

Organization and time management: These positions often involve managing schedules, keeping records, and coordinating appointments. Strong organizational and time management skills enable the smooth operation of daily tasks.

Demonstrating patience, empathy, and a calm attitude allows for effective handling of irate or frustrated customers, ensuring their concerns are heard and resolved.

Being a team player and collaborating effectively with colleagues and different departments creates a positive work environment and contributes to overall productivity.

Flexibility and the ability to adapt to changing circumstances, such as new protocols, system upgrades, or unexpected situations, are important for maintaining efficiency in a dynamic work environment.

company should hire me because I am committed to helping company achieve its goals of providing top-notch service and driving sales growth. As an integral member of the team, I will consistently deliver exceptional customer experiences and contribute to the company's success.

Preferred occupation

Call Centre agent  
Administrative jobs

Switchboard operator  
Administrative jobs

	Receptionist Administrative jobs
	Customer care agent Administrative jobs
Preferred work location	Johannesburg Gauteng
	East Rand Gauteng

**Contacts and general information about me**

Day of birth	1992-06-16 (33 years old)
Gender	Female
Residential location	East Rand Gauteng
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 2018.11 iki 2020.01</b>
Company name	Merchants Dimension Data
You were working at:	Call Centre agent
Occupation	Call Centre agent
What you did at this job position?	Merchants Dimension Data from2018 to2019 My responsibility was to handle a large volume of inbound calls in a timely manner, price checking, making quotations for customers, checking stock availability using SAP CRM, tracing online orders, doing follow up with the courier company and stores, solving customer queries, build positive by going above and beyond with customer service, ensuring that all questions, cancellations and confirmations are handled appropriately, create and maintain record of daily problems and remedial action taken, using call centre base database.

Working period	<b>nuo 2015.05 iki 2018.10</b>
Company name	Makro
You were working at:	Call Centre agent
Occupation	Call Centre agent
What you did at this job position?	My responsibility was to handle a large volume of inbound and outbound calls, assist customers with price checking, making quotations for customers, checking stock availability using SAP CRM and back office, creating Makro access cards, receiving proof of payment via emails from customers and send it to financial department to confirm payment. Pulling customers stock if requested by the customer in case of emergency and build positive by going above and beyond with customer service, ensuring that all questions, cancellations, and confirmations are handled appropriately.

### Education

Educational period	<b>nuo 2021.03 iki 2023.11</b>
Degree	Degree
Educational institution	University of Kwazulu Natal
Educational qualification	Bachelor of Art
I could work	as a Call Center agent

### Languages

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

### Computer knowledge

I obtained certificate, the course offered Basic computing, Windows 98/XP, Microsoft word 2003, Microsoft excel 2003, Microsoft PowerPoint 2003, introduction to internet and email, introduction to secretarial, introduction to entrepreneurship and typing skills.

### Additional information

Driver licenses	None
Salary you wish	R8000.00 R per month
How much do you earn now	R0.00 R per month