



# Nhlanhla Ernest Magagula

Curriculum Vitae (CV)

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

Im looking for a customer service agent job where I can assist clients telephonically and on social media platforms as i have excellent communication skills and problem solving skills, I am a fast learner and very committed with assisting clients and resolving their queries.

I am a good listener and listen attentively and i am able to retain clients from cancelling their service with the company.

I discovered all my abilities from the previous company i worked for as it was my comfort zone as i stated that i love assisting clients and i am able to investigate clients query if i can solve it i escalate to the relevant departments log cases and keep clients updates about the progress of the resolution of their queries.

I have an experience working for an ISP company which is 1year 7 months as i was a 1st line call centre technician agent and assisted with clients with various queries including technical related queries.

I have a metric certificate which i completed 2016, Marketing NCV Level 2 certificate obtained 2017 and i have Business administration services certificate which i obtained it on 2020. I have a pending Management Level 3 certificate and during that course i was also involved in a call centre where i did training and was doing practical as well in a call centre environment for a period of 1 year.

Preferred occupation                      Computer technicians  
IT, computing jobs

Preferred work location                    Johannesburg  
Gauteng

West Rand  
Gauteng

## Contacts and general information about me

Gender    Male

Residential location                         Johannesburg  
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 2018.06 iki 2020.11</b>
Company name	Edcon
You were working at:	Shop assistants
Occupation	Warehouse stock counter
What you did at this job position?	Stock counter
Working period	<b>nuo 2020.05 iki 2021.05</b>
Company name	SDC wealth
You were working at:	Sales consultant
Occupation	Call centre
What you did at this job position?	Sales agent
Working period	<b>nuo 2021.10 iki 2023.06</b>
Company name	Supersonic
You were working at:	Call Centre agent
Occupation	1st line technical support agent
What you did at this job position?	Inbound and outbound call centre and assisting clients on the social platforms responding to emails as well

**Education**

Educational period	<b>nuo 2016.01 iki 2016.12</b>
Degree	Grade 12 / Matric
Educational institution	Chief SW Nhlapho secondary school
Educational qualification	National senior certificate (matric certificate)
I could work	Entry level office admin
Educational period	<b>nuo 2017.01 iki 2017.12</b>
Degree	Certificate
Educational institution	Sibanesetfu TVET college
Educational qualification	National certificate Vocal level2
I could work	Marketer, advertiser, wholesaler
Educational period	<b>nuo 2021.05 iki 2020.09</b>
Degree	Certificate
Educational institution	Sibanesetfu TVET college
Educational qualification	Certificate of competence
I could work	Maintains office services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing and approving supply requisitions, and assigning and monitoring clerical functions

## Languages

Language	Speaking level	Understanding level	Writing level
SiSwati	fluent	fluent	fluent
isiZulu	fluent	fluent	fluent
isiXhosa	fluent	fluent	very good
English	fluent	fluent	fluent
Afrikaans	basic	basic	basic
Sepedi	very good	very good	basic
isiNdebele	very good	very good	basic

## Computer knowledge

Microsoft Office, working with portals including Crm, Agility portal etc

## Conferences, seminars

Presentations and debates looking at the positive sides and negative sides.

## Recommendations

Contact person	Lindiwe
Occupation	Was my call centre team leader
Company	Sdc wealth
Telephone number	+27 (73) 110-6075
Contact person	Aubrey
Occupation	Call centre agent
Company	Sdc wealth
Telephone number	(063) 857-6435
Contact person	Gift Nyirongo
Occupation	Project management co-ordinator
Company	Supersonic
Telephone number	+27 (83) 212-6535

## Additional information

Your hobbies	Computer related including browsing through the internet investigating and playing computer games, travelling, socialising
Driver licenses	None
Salary you wish	6500-10000 R per month