



# Siphellele Ngcawana

Curriculum Vitae (CV)

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

I am very patient; I am a good listener and aim to leave the customer satisfied and be sure to recap their information they provided to be sure nothing is left out and all the customer's concerns are dealt with. Being a fast learner with any system I have used is a plus, to make sure that I handle the customers query and be fast on the system too. Also having good solutions, thinking outside the box can make the conversation go quicker and easier, just knowing the work and explaining to the customer well will make the customer less difficult and also just being compassionate with them. I work well in a team and as good individually too.

The urge to become a successful woman, in my normal day to day job, my own small business that I have and want to make it thrive is what keeps me going, the fact that I want to make a name for myself at a young age and have my own brand is what motivates me. So getting this job would help stay focused and earn a good amount to provide myself with a better future.

Preferred occupation                      Call Centre agent  
Administrative jobs

Preferred work location                  Cape Town  
Western Cape

## Contacts and general information about me

Day of birth                                      1999-09-13 (25 years old)

Gender    Female

Residential location                      Cape Town  
Western Cape

Telephone number                          *Information is available only for registered users.*  
[Sign in](#)

Email address                                      *Information is available only for registered users.*  
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## Work experience

Working period **nuo 2021.06 iki 2023.03**  
 Company name Mindpearl  
 You were working at: Customer care agent  
 Occupation Employed  
 What you did at this job position? Booking flights, tickets, meal and seat selections

Working period **nuo 2023.03 iki 2024.02**  
 Company name Wns Global Ser Sa Pty Ltd  
 You were working at: Call Centre agent  
 Occupation Employed  
 What you did at this job position? Insurance on homes, cars, motorbikes

**Education**

Educational period **nuo 2018.02 iki 2022.05**  
 Degree Diploma  
 Educational institution Cape Peninsula University of Technology  
 Educational qualification Public Relations and Communication  
 I could work Marketing, Admin, PR practitioner, social media content, etc

**Languages**

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent

**Computer knowledge**

Microsoft Office, Adobe, Canva, Microsoft word, excel

**Additional information**

Driver licenses None  
 Salary you wish 15000+ R per month  
 How much do you earn now 10000+ R per month