



# Nompumelela Zwane

Curriculum Vitae (CV)

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

I believe my experience, skills, will to learn and drive would make the ideal candidate for this position.

Thank you for taking my application into consideration and trust that it will receive your favor.

Kind Regards

Miss N. N Zwane

072 762 4827

076 788 7030

Preferred occupation **Administrators**  
Administrative jobs

Good Day **Receptionist**  
Administrative jobs

My name is Nompumelela Zwane and I am a 29 year old reserved and well mannered extrovert who has a passion for exceptional customer service delivery.

**Front office assistant**  
Administrative jobs  
I am fluently bilingual in English and Zulu and have excellent written and verbal communication skills in both languages. I am an extroverted, enthusiastic and hardworking individual with good interpersonal skills. I am a team player who is receptive to constructive criticism and learning on order to grow and to excel in any duties and tasks I am assigned.

**Debt collectors**  
Administrative and data capture jobs  
I have good analytical ,administrative and data-capturing skills and pay attention to detail. I have professional telephone etiquette and am an attentive listener with a passion for customer service and offering service above self. I am a fast learner who is computer literate and strives to build

**Contacts and general information about me**

rapport and credibility for any brand I am an ambassador for.

Day of birth 1986-12-23 (38 years old)

Gender **Female**  
I am target and results driven,am always willing to exceed what is expected of me and conduct myself in a professional manner .

Residential location **Durban City**  
KwaZulu-Natal

Telephone number *Information is available only for registered users.*

I have acquired computer literacy skills, good written and verbal communication skills , proactivity ,

problem solving skills, patience and attentiveness which can be attributed to my experience in the customer service orientated, Sales and Telemarketing and Debt collections industries I have offered

**Work experience**

I have a high threshold for pressure and have tolerance for irate and unco-operative clients have a proven track record for resolving all queries and disputes client may have.

I would like to contribute the skills and knowledge I have acquired in the vast industries I have being employed in and to add value to the team and company I am a part of.

Working period **nuo 2014.06 iki 2016.05**  
Company name MMM Capital  
You were working at: Other jobs  
Occupation Debt collections consultant  
What you did at this job position? Debt collection on all Telkom and Telkom mobile accounts , negotiating payment arrangements with clients , accurately capturing clients' details on the system , invoicing clients , resolving all disputes and grievances timeously amending clients ' ITC profile on all settled accounts and assisting with line reconnection.

Working period **nuo 2013.03 iki dabar**  
Company name Fernwood Business College  
You were working at: Telemarketers  
Occupation Sales consultant and demonstrator  
What you did at this job position? Cold call potential clients offering our Maths electronic self study program marketing our program, conduct demonstrations for parents be students to educate them about the importance of good grade on Maths , accurately capture clients details on the system, hosting field demonstrations at schools and community halls , delivering programs to clients, offer customer service and process applications.

Working period **nuo 2012.08 iki 2013.01**  
Company name Like Minds  
You were working at: Telemarketers  
Occupation Sales and telemarketing consultant  
What you did at this job position? Cold calling potential clients marketing Vodacom packages and contracts , accurately capturing clients details on the system, accurate selslect correct packages for the clients and processing sales , ensuring timeous delivery of packages , customer service , building rapport and credibility for the Vodacom brand and resolve disputes and grievances .

Working period **nuo 2011.04 iki 2012.06**  
Company name Velocity  
You were working at: Telemarketers  
Occupation Sales and telemarketing consultant  
What you did at this job position? Cold calling potential clients marketing Vodacom packages and contracts , accurately capturing clients details on the system, accurate selecting correct packages for the clients and processing sales , ensuring timeous delivery of packages , customer service , building rapport and credibility for the Vodacom brand and resolving all disputes and grievances .

Working period **nuo 2009.06 iki 2011.05**

Company name Blake and Associates

You were working at: Other jobs

Occupation Debt collections and administration consultant

What you did at this job position? Debt collection on all Truworths accounts , negotiating payment arrangements with clients , accurately capturing clients' details on the system , resolving all disputes and grievances timeously amending clients ' ITC profile on all settled accounts, offering customer service and resolving all disputes and grievances .

### Education

Educational period **nuo 2000.01 iki 2005.12**

Degree Grade 12 / Matric

Educational institution Park hill High

### Languages

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

### Computer knowledge

Microsoft word, outlook, excel and PowerPoint

### Recommendations

Contact person Mr Sbongseni Ntuli

Occupation Manager

Company Fern wood Business College

Telephone number 084 7014375

Contact person Mr Eric Antwi

Occupation Director

Company Lyon consulting

Telephone number 0744950090

Email address ericpermitassistance@gmail.com

Contact person Miss Kelly

Occupation Supervisor

Company Like Minds

Telephone number 087 944 5444

### Additional information

Your hobbies	Watching documentaries, reality programs and news, cooking, solving cross word puzzles and socializing.
Driver licenses	None
Salary you wish	8500 R per month
How much do you earn now	7500 R per month