



# Lebogang Dikeledi Mthomboti

Curriculum Vitae (CV)

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

As in today's customer service oriented society, timely, friendly, proactive service is sought to enhance future business growth. Customer loyalty is always impacted when you employ the right service professional to represent you when assisting your valued customers.

My long-term experience in the service industry has taught me how to meet and exceed each customer's expectations with service that is within SLA (Service Level Agreement). I have assisted Internal and external clients/customers nationally for the Department of Justice, National Prosecuting Authority, Telkom SA and 1 Sim sales and merchandising. I am an excellent Team Player who achieves ongoing success with team by building morale and maintaining team's spirit going. I have good telephone etiquette and communications skills in all levels. I can handle a pressurized environment and still give attention to detail. I have good computer skills and good Administration skills.

Preferred occupation	Administrators Administrative jobs
	Secretaries Administrative jobs
Preferred work location	Pretoria / Tshwane Gauteng

## Contacts and general information about me

Gender	Female
Residential location	Pretoria / Tshwane 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 **nuo 2014.10 iki 2016.05**  
 Company name 1 Sim Sales and merchandise  
 You were working at: Administrators  
 Occupation Aministrator  
 What you did at this job position? □ Switch board Operator □ Using a range of office software including E-mail, Spreadsheet and Database to □ Implement sales driver activities.generate reports • Tradeswitch • Invoices, Pre-paid claims • Activation of Public Phones • MII • Ctrack (Vehicle tracking) • GAAP ( for chesanyama stock taking) □ Receiving Deliveries □ Transferring of float □ Capturing of staff details □ Managing Chesanyama staff □ Ordering of stock for chsanyama □ Daily Reporting : Rate of sales, forecast for Vodacom stores and chesanyama

Working period **nuo 2012.06 iki 2013.09**  
 Company name Telkom SOC  
 You were working at: Network administrators  
 Occupation Ops speciaist  
 What you did at this job position? □ Internet Access- ADSL; Dial-up and Dignet □ Activating Mail-boxes □ Domain Registrations □ Shared Web hosting solutions □ CAP management and bandwidth top-up □ VOIP □ DNS □ Maintain accounts for cancellations; upgrades; approvals and activations □ Telephonic support for external clients □ Troubleshoot Voip and internet connection problems

Working period **nuo 2011.08 iki 2012.06**  
 Company name TSS Managd services  
 You were working at: Network administrators  
 Occupation Vendor administrator  
 What you did at this job position? □ Monitoring network connectivity on all DOJ sites □ Logging all LAN/WAN connectivity problem and make three hourly updates □ Attending to 3rd line calls when assisgned to Vendor management □ Logging and resolving calls with Telkom, Brother, Mecer , Dell ,Sizwe Scanners and Datacentrix □ Making sure that SLA is always met □ Confirming with clients before closing calls □ Capturing and verifying of assets □ Configuring sites , Locations, and Buildings □ Provide weekly and monthly reports

**Education**

Educational period **nuo 2015.12 iki 2015.12**  
 Degree Certificate  
 Educational institution Learnfast  
 Educational qualification Excel Advance  
 I could work As an Analyst

Educational period	<b>nuo 2009.01 iki 2009.11</b>
Degree	Certificate
Educational institution	Torque IT
Educational qualification	NQF L4 IT Certificate

### Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
isiZulu	fluent	fluent	fluent
Sepedi	fluent	very good	very good
Setswana	fluent	very good	very good
Xitsonga	very good	good	basic

### Computer knowledge

OS: Windows

OS software: Microsoft Office; Adobe; Publisher

### Conferences, seminars

N/A

### Recommendations

Contact person	Gontse Molai
Occupation	Marketing Manager
Company	1 Sim Sales and Merchandise
Telephone number	0797915043
Email address	gmolai@yahoo.com

### Additional information

Your hobbies	Reading Motivational books Watching Sports
Driver licenses	None
Salary you wish	7000 R per month