

Banele Gezane George Maluleka

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Dynamic Marketing graduate with over 5 years of customer-facing experience, including two years in medical equipment sales and over a decade at the South African Post Office. Skilled in client service, sales, order processing, and public sector systems. Eager to bring value to a forward-thinking organization in sales, customer service, or admin.

Key Skills

Customer Relationship Management, Retail Sales & Cash Handling, Cold Calling & Lead Generation, Mail Sorting & Delivery Procedures (CDS, IPS), Postbank/SASSA Processes & eNATIS, Administrative Support, Detail-Oriented & Dependable

Professional Experience

Sales Consultant – Asibambane Surgical (Jul 2007 – Dec 2008)

- - Sold medical equipment to clinics and hospitals through direct sales and cold calling.
- - Provided after-sales service and managed client relationships to ensure satisfaction.
- - Successfully secured a tender for the company, contributing to major revenue growth and increased market credibility.
- - Compiled quotations, processed orders, and assisted with general office administration.

Teller – South African Post Office (May 2013 – Sep 2024)

- - Handled high-volume financial transactions (Postbank, SASSA) accurately.
- - Promoted and upsold Post Office products to walk-in customers.
- - Processed vehicle license renewals using eNATIS system.
- - Managed customer queries and resolved service-related issues efficiently.

Mail Handler (Exposure) – South African Post Office (JHB Office of Exchange) (Jan 2024 – Apr 2024)

- - Sorted and processed mail and packages.
- - Maintained records and ensured compliance with customs regulations (CDS).
- - Handled customer enquiries and ensured accurate delivery routing.

Cashier – R.S Star Dry Cleaners (Jan 2006 – Mar 2006)

- - Received customer payments and issued receipts.
- - Managed refunds and resolved customer queries.

Education

National Diploma in Marketing – Vaal University of Technology (2009 – 2011)

Matric – Masithwalisane Secondary School (2002 – 2006)