













ZOLELWA BUNYULA

PERSONAL

-  **Name**
ZOLELWA BUNYULA
-  **Address**
UNIT 161 PROTEA ESTATE 14th
ROAD MIDRAND
1685 Johannesburg
-  **Phone number**
082 997 2878
-  **Email**
bunyulzo@gmail.com
-  **Date of birth**
29-08-1974
-  **Place of birth**
SOUTH AFRICA
-  **Gender**
Female
-  **Nationality**
South African
-  **Marital status**
SINGLE
-  **Driving license**
B
-  **Website**
N/A
-  **LinkedIn**
Zolelwa Bunyula




INTERESTS

- Love jogging

- I am currently looking for employment to build on my previous experience gained.
- I have extensive knowledge and experience in the Telecommunication industry.
- I have obtained customer service skills and management skills.
- I have vast knowledge on Vodacom products and systems
- I would like to grow by gaining more experience and getting out of my comfort zone
- Gaining more exposure and learning





WORK EXPERIENCE

-  Mar 2006 - Jul 2011 **CUSTOMER CARE AGENT**
VODACOM, Cape Town
 - Inbound customer care dealing with customer queries / problems
 - Logging service requests to relevant department when required to
 - Maintaining good customer service
 - Assisting clients from accounts queries, device problems to network related problems
 - Prepaid, Individual contracts and Business lines
-  Jul 2011 - Mar 2025 **Specialized Operations Consultant**
Midrand Johannesburg
 - Managing end to end customer escalations and ensuring FIRST TIME RESOLUTION
 - Calling client to acknowledge service request created and give solutions to request at hand
 - Following up on escalations that has not been resolved
 - Providing feedback to clients until the query is resolved to their best interest, and recommendations based on trends
 - listening to calls that were made to clients to confirm fraud
 - canceling unauthorized upgrades and new activations
 - Request credits and refunds
 - Retain customers by giving good customer service
 - Making sure business partners and stores that did fraud we clawback them
-  Jun 2021 - Sep 2021 **Specialized Operations Consultant (back office)**
Vodacom, Midrand Johannesburg
 - I trained a team of contractors for 4 months
 - training them on upgrade reversals
 - late cancellations
 - requesting credits and refunds
 - retaining clients
 - problem saving, logging of service requests to other departments
 - follow up on escalations and providing feedback to clients
 - managing good customer service



EDUCATION AND QUALIFICATIONS

-  1992 - 1992 **Grade 12**
JABAVU HIGH SCHOOL, ALICE (Eastern Cape)
-  Feb 2017 - Aug 2017 **WOMEN IN LEADERSHIP**
NORTH WEST UNIVERSITY, Johannesburg
 - Creating leadership and personal capacity in women
 - Improved decision making

- a more diverse and inclusive work environment
 - enhancing self awareness
 - training on communication, negotiation, influencing and strategic thinking
- NQF LEVEL 7

Jan 2018 - Aug 2018

GENDER SMART LEADERSHIP

WITS BUSINESS SCHOOL, Johannesburg

- Improving women and girls to fit in the picture where everything is about men
- women can do men's work and more
- removal of the belief that women belong in the kitchen barefoot and pregnant
- women can be CEO's too
- focused on creating inclusive environment regardless of the gender
- supporting women's development
- create a more equitable workplace
- women inspiration



REFERENCES

VODACOM

DALE McKAY

0829658870

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VODACOM

VERA MAJOLA

0829949644

vera.majola@vodacom.co.za



SKILLS

Computer skills,
communication skills,



Customer Liasson skills,
Leadership skills



CUSTOM SECTION

I have a driver's license and I own a car