

Ntombizodwa Baloyi

Ntombi Baloyi

To secure a challenging position in a customer-focused environment where I can apply my skills in client relationship management, strategic planning, and service delivery to drive business growth, exceed client expectations, and contribute to the company's success.



Profile

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🎂 19/04/1986

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♀ Female

Skills

Excel	● ● ● ● ●
Telephone Etiquette	● ● ● ● ●
Data Presentation	● ● ● ● ●
Problem Solving	● ● ● ● ●
Time Management	● ● ● ● ●
Self-motivation	● ● ● ● ●
Communication	● ● ● ● ●
Listening Skills	● ● ● ● ●
Adaptation	● ● ● ● ●
Team Player	● ● ● ● ●
customer oriented	● ● ● ● ●

Hobbies

Traveling

Music

Reading books

wine expos

Beauty

Hiking

Education

Wine course Cape wine Academy

2012/07/01 - 2013/03/30

wines of the world, South African wines, Marketing, wine service, retail

International call centre World Outsource Learning centre (Labour Department)

2007/01/01 - 2007/06/30

Computers (Excel, outlook, power point, word, sticky notes, formulas, Accent recognition, Telephone etiquette, typing

commercial subjects kwa-bhekilanga secondary

2000/01/13 - 2004/12/05

English, Tsonga, Mathematics, Economics, Accounting, Business Economics

Work experience

Key Accounts Manager City Logistics

2025/09/08 -

- Build and maintain strong relationships with clients.
- Serve as the main contact for client communication and support.
- Understand client needs and provide tailored logistics solutions.
- Oversee service delivery to ensure client satisfaction.
- Monitor account performance and prepare regular reports.
- Collaborate with internal team to meet client expectations.
- Resolve client issues quickly and effectively.

Telesales representative Managed people solutions

2025/05/15 - 2025/08/01

- Call 100 customers daily to do survey
- Capture queries and challenges faced
- Update point of contact details
- Submitting feedback to management

CSD/ CLO Clerk Value Logistics

2024/09/02 - 2025/01/17

Respond to customer queries and provide delivery updates.
Track and monitor shipments to ensure on-time delivery.
Capture and update data accurately on company systems.
Handle delivery issues, discrepancies, and claims.
Liaise with drivers, warehouse, and operations teams.
Maintain and file documentation such as PODs and invoices.
Prepare daily or weekly reports on service performance.
Coordinate with internal departments to resolve customer issues.
Ensure excellent customer service and communication at all times.
Perform general administrative tasks as needed.

2024/06/03 - 2024/08/30

Site Supervisor Value Logistics

Training New staff to use the system
Capturing working hours
Capturing invoices
Help with palletizing- Packing boxes on pallets
Sorting according to routes
printing and pasting waybills
house keeping
stationery ordering
arranging delivery truck according to loads

Telesales representative Managed people solutions

2022/09/19 - 2024/05/31

Make outbound calls to promote and sell Bacardi products.
Upsell and cross-sell to existing and new customers.
Process orders and update customer details in the system.
Follow up on deliveries, stock availability, and payments.
Build and maintain strong customer relationships.
Handle customer queries and provide product information.
Meet daily, weekly, and monthly sales targets.
Work with internal teams to ensure smooth order processing.
Report on sales performance and market feedback.
Stay updated on promotions, new products, and industry trends.

Telesales representative Norman Goodfellows

2020/09/08 - 2022/09/16

Make outbound calls to promote and sell products.
Upsell and cross-sell to existing and new customers.
Process customer orders accurately and update records.
Handle product, pricing, and delivery enquiries.
Follow up on deliveries and outstanding orders.
Build and maintain strong customer relationships.
Achieve sales targets and report on performance.
Stay updated on product ranges, promotions, and pricing.