
NTWANANO NXUMALO

2998 Flashlight Fish Street Kaalfontein Midrand 1632

063 868 2625 | ntwananonxumalo645@gmail.com

 Ntwanano Nxumalo

OBJECTIVE

Results oriented professional with experience in IT support, Sales and Marketing. Skilled in customer engagement, lead generation and creative brand development. Seeking a role where i can leverage my diverse skills

PERSONAL DETAILS

- Date of Birth : 28/09/1998
- Marital Status : Single
- Nationality : South African
- Religion : Christianity
- Gender : Female
- Availability : immediately

EXPERIENCE

- 2023

- **IT Support Agent [Intern]**

Rise Telecoms

DUTIES AND RESPONSIBILITIES:

Dealing with incoming calls and emails.

Ensure all faults are progressed and cleared within SLA- escalating to other internal and external teams as per appropriate.

Conducting full and through diagnostics with end users to enable first point of contact fault resolution.

Connecting clients to WIFI.

Reset username and password, Fresh desk, Crisp and DataTill.

- 2024

- **IT Sales Consultant**

Tshinwelo Innovation Business Solutions [TIBS]

DUTIES AND RESPONSIBILITIES:

Identify and research potential clients.

Update and maintain records in CRM software, ensuring all client interactions are documented.

Assist in preparing sales proposals, presentations, and contracts.

Conduct a research on market trends.

Participate in sales meetings, product demonstrations and client presentations.

Utilise LinkedIn, email marketing, and digital platforms to engage with potential clients.

Reporting and Performance Tracking.

Assist in event planning, logistics and post-event follow-ups with leads.

Handle general administrative tasks related to sales operations.

2025 - JANUARY
2026

- **Legal Representative**

Clientele Life

DUTIES AND RESPONSIBILITIES:

Client engagement over the phone.

Offer tailored solutions.

Research prospects, target high-potential leads.

Create customised pitches.

Stay updated on product features, benefits, and pricing.

Explain complex solutions simply.

Closing Deals- Handle objections.

Follow up with clients, ensure satisfaction and Upselling.

Reporting & Targets - Track sales metrics (leads, conversions, revenue).

Meet and exceed monthly targets.

EDUCATION

- 2015
 - **Langa High School**
Grade 12
- 2021
 - **Mopani South East Tvet College [SIR VAL DUNCAN CAMPUS]**
Information Technology and Computer Science
Higher National Vocational Certificate
- 2024
 - **Netcampus**
Graphic Design - Internship Programme
Certificate

CERTIFICATE

- Sales Migration
- ACE Lead Management
- Digital Marketing
- Graphic Design

SKILLS

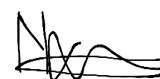
- Microsoft Office
- Customer complaint management
- Web Design: WordPress
- Web development: Front-End, HTML, CSS and JavaScript
- Canva and Adobe photoshop
- Email and Calendar Management
- People skills, friendly and helpful attitude
- Strong analytical and research skills
- Windows installation and Basic Computer troubleshooting
- Legal practice
- Client needs analysis
- Evaluating Information and Data compilation

LANGUAGES

- English, Xitsonga, IsiZulu, & Sepedi

REFERENCE

- **Miss Potlake Mmathapelo - "Rise Telecoms "**
Supervisor
061 897 3771
- **Mr Trevor Tiyani Mhlanga - "Netcampus"**
Facilitator
060 553 6091
- **Percy Mthombeni - "TIBS"**
Hiring Manager
081 781 5522
- **Sindisile Makhaba - "Clientele Life"**
Supervisor
068 567 5943



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