

MPHO ITUMELENG THOBYE

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Professional Summary

Highly motivated Legal Studies graduate with experience in sales, administration, customer service, and telecommunication. Skilled in data capturing, client engagement, and operational support. Recognised for adaptability, strong communication, and effective problem-solving. Seeking to contribute value to a progressive organisation by delivering excellent service, ensuring compliance, and supporting operational efficiency.

Core Skills

- Data Capturing & Administration
- Customer Engagement (Inbound & Outbound)
- Sales & Cold Calling
- Microsoft Office Suite (Excel, Word, PowerPoint)
- Strong Verbal & Written Communication
- Independent & Team Collaboration
- Organisational & Time Management
- Adaptability & Problem Solving

Work Experience

Metropolitan Group Limited – Tele-Agent

Jan 2024 – Present

- Conduct outbound and cold-calling campaigns.
- Provide customer service and promote company offerings.
- Support client queries with professionalism.

ISON Call Centre (Vodacom Campaign) – Sales Agent

- Managed outbound sales calls for Vodacom products.
- Built client relationships and met sales targets.
- Delivered accurate product information and support.

i-Talk Financial Services (Discovery Campaign) – Sales Agent

- Managed outbound sales calls for Discovery products.
- Built client relationships and met sales targets.
- Delivered accurate product information and support.

VIVN Projects and Trading (PTY) LTD – Branch Admin Officer (Part-Time)

- Managed appointment bookings and client records.
- Handled data capturing, filing, and system updates.
- Compiled client packs and managed stationery orders.
- Assisted with SOP adaptation and travel arrangements.

Education

Higher Certificate in Legal Studies – Varsity College

Modules: Introduction to PC Business, Communication Skills for Law, Principles of Employment

Law, Legal Office Support, Work Integrated Learning, Aspects of Private Law, Aspects of Mercantile Law, Law of Persons, Fundamentals of the SA Legal System

Matric (Grade 12) – Wendywood High School, Johannesburg
2017

Languages

- Setswana – Mother Tongue
- English – Proficient
- Sepedi & Zulu – Basic Speaking

Strengths

- Excellent verbal & written communication
- Highly organized and deadline-driven
- Self-motivated and adaptable
- Teamwork and independent work capability
- Performs well under pressure
- Attention to detail & problem-solving mindset

References

Mr. Mduduzi Buthelezi – Team Leader/Supervisor, Metropolitan
■ 069 451 4094

Miss Kgaugelo Munyai – Team Leader, i-Talk Financial Services
■ 071 362 7200

Mr. Sewela Molapo – Managing Director, VIVN Projects and Trading
■ 078 313 9003