

SIBAPHIWE MJEKULA

7539 Ngqwangi Drive
Lower CrossRoad 7785
Contact : 0790308319
Email : phiwemjekula2@gmail.com

PERSONAL DETAILS

Identity Number : 9508130875084
Gender : Female
Home Language : isiXhosa
Other Language : English
Marital Status : Single
Health : Good
Nationality : South African
Criminal Record : None
Availability : Immediately

EDUCATIONAL DETAILS

Last School Attended : Phandulwazi High School
Grade Passed : Grade 12(2014)
Subject : English, IsiXhosa, Accounting, [000]
Business Studies, Economics, Maths Literacy, LO

TERTIARY EDUCATION

Institution : Cape Peninsula University of Technology
Course : National Diploma in Public Management (Completed)

WORK EXPERIENCE

Employer: Anthony Richards and Associates
Position : Debt Collector
Duration : March 2019- October 2019

Duties:

- Phoning clients for follow ups on debt collections
- Maintaining daily stats for clients called in line with set targets
- Making arrangements on a broken promise to pay
- Control and maintain attendance register
- Analyse results and reports for calls if productive or not
- Update personal information and employment details
- Preparing journals and arranging pay date

Employer : WNS Global Services (British Gas)
Position : Senior Associate
Department :Billing & Invoice Processing
Duration : February 2020 – April 2022

Duties:

- My duties include receiving inbound calls from British Gas customers who would call in to notify the business of any fault to their meter or any changes they intend to make on their accounts or to their meters supplied by the business

Employer : Webhelp

Position : Travel Consultant

Duration : June 2022 – July 2023

Duties:

- Reservation of Hotels and Flights
- Check-in for customers
- Add any special requests
- Change flights times
- Change holiday destinations
- Amend names and change ownerships
- Cancel bookings
- Process refunds for clients
- Check Airlines penalties
- Respond to customer queries via emails

Employer: Exl

Position. : Insurance Consultant

Duration : September 2023 – March 2024

Duties:

- Assist individuals assess their needs and formulate insurance plans for the associated risk
- Determine the insurance coverage to develop a risk management coverage

Employer : Foundever

Position : Customer Service Advisor

Duration : April 2024 - Till Date

Duties:

- Making sure customers get the help they need at pace and at their convenience
- This could be help placing an order or help checking if something is in stock
- Talk about a delivery that is already booked or may be they need more information on a product they see online

ATTRIBUTES AND ABILITIES

I consider myself as a trustworthy, diligent, hardworking individual that is willing and eager to learn to enhance my knowledge and skills. I can maintain pressure and be motivated by challenges, striving for excellence in everything that I do. I am capable of working with/ without

supervision, I can work in a team with good cooperation. I am available to work overtime as per requirement and perform duties after hours including weekends. I believe that I can be an asset to your reputable company. I also have a good knowledge of the call centre industry from new business to collections and customer service.

REFERENCES

Miss Tashrieqah Peteresen (Team Leader @ Wns)
-0748463620

Miss Natheera Hattas (Team leader @webhelp)

Mrs Nishaat bitterbos (Team Leader @ Exl)

Mrs Zurayda (Team Manager for @ Foundever)

CURRICULUM VITAE

OF

SIBAPHIWE MJEKULA

7539 Ngqwangi Drive
Lower CrossRoad 7785
phiwemjekula2@gmail.com