



# Sibonelo Sindane

With knack for persuasive communication and flair for creativity, bring fresh perspectives to sales and marketing initiatives. Adept at building strong relationships and crafting engaging content that resonates with diverse audiences. Eager to leverage excellent interpersonal and problem-solving skills to drive brand growth and customer satisfaction.

## CONTACT

- pretoria, South Africa 0042
- 0659978015
- sbonelonhlapho7@gmail.com

## SKILLS

- Marketing
- Sales & Advertising
- Business Management
- Account Management
- Business Development
- Market Research & Admin
- Microsoft Packages (word, excel powerpoint and etc)
- Management
- Communication
- Problem Solving
- Negotiation
- Community Outreach
- Innovative
- Easy To Adapt

## ACCOMPLISHMENTS

- 2006, represented for my school for a provincial innovation challenge
- 2012 Graduated in Marketing Management, 2012, Completed in Record Time, Awarded a Gold Medal - Top Student for Marketing Management
- 2018 - Top Sales Agent for East London Campaign @ Telkom
- 2021 - Top Sales Agent

## EXPERIENCE

### *Retentions Specialist*

Outsurance - pretoria, south africa

09/2024 - Current

- Collaborate with dynamic team in the Retentions department to enhance customer relations.
- Provided expert knowledge to customers.
- Manage multiple Retention inquiries from existing customers.
- Contributing to positioning company as the foremost digital insurance provider in the UK.
- Handled customer inquiries through phone and digital channels.
- Giving quotes, taking payments
- Communicated value propositions of products.
- Analyzed customer needs to uncover potential opportunities.
- Ensured superior customer experience at every interaction.

### *SALES ADVISOR*

RAIN GO TO MARKET - South Africa, South Africa

05/2020 - 08/2024

- Guided potential clients and existing clients to make educated purchasing decisions.
- Provided information to resolve product-related queries.
- Utilized effective strategies to discern client needs.
- Efficiently captured user data in the database.
- Addressed customer issues to sustain brand integrity.
- Exhibited dedication in achieving and exceeding sales goals.
- Maintained detailed records of calls and sales.
- Achieved individual sales targets with a team-focused approach.
- Demonstrated commitment to meeting sales benchmarks with effective intervention.
- Staying current with newest industry trends and changes.
- Familiarized with essential aspects of internal workflows.
- Supported colleagues in reaching their goals.
- Successfully addressed challenges of working from home through effective self-management.
- Loadshedding- I have bought an inverter and able to work even through extensive schedules
- Fostered strong relationships by prioritizing client understanding.
- Ensured seamless operation by being mobile and ready to travel to offices as needed.

### *Account Manager*

Telkom

For Black Friday Summer campaign @ RAIN

- 2022 - 2nd place for Second Summer Campaign @ RAIN

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## LANGUAGES

English: C2



Proficient

Afrikaans: B2



Upper Intermediate

Zulu: C2



Proficient

Setshwana: C1



Advanced

isisNdebele: C1



Advanced

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## REFERENCES

References available on request

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## PERSONAL INFORMATION

- Health Status: Excellent
- Criminal Record: None
- Date of birth: 04/03/89
- Gender: Male
- Nationality: South African
- Marital status: Single

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## HOBBIES AND INTERESTS

- I enjoy bonding with my family
- Learning new things
- Playing Golf
- Sunday long drives
- Traveling

- 09/2016 - 09/2018
- Managed customer accounts effectively.
  - Enhanced client retention strategies.
  - Enhanced customer purchases through strategic recommendations (upselling)
  - Cultivated strong client relationships.
  - Executed development and launch strategies.
  - Ensures timely planning and forecasting (including new product development process),
  - Ensured adherence to promotional compliance standards.
  - Drive campaign development.
  - Coordinated with Internal Sales Administrators to address customer inquiries.
  - Advised customers on delivery schedules.
  - Proactively generated leads.
  - Products sold: ADSL, Fiber, Mobile devices (Phones, Sim-Cards & Routers, etc)
  - Targets: 60 (voice and mobile) & 20 Fixed (ADSL & Fiber)

### *Branch Admin*

#### Ampath Laboratories

- 09/2015 - 02/2016
- Executed precise data capturing tasks.
  - Sales & Marketing,
  - Maintained client relationships.
  - Provided guidance on expected delivery dates.
  - Ensured sustained customer contentment through continued post-sale support.
  - Developed and maintained strong customer relationships through regular telephonic contact.
  - Walk-in patients and doctor-referred cases managed.
  - Products Sold: healthcare service delivery i.e Andrology, hematology, microbiology results
  - Targets: 100 clients per branch

### *National Sales Consultant*

#### African Bank

- 02/2015 - 06/2015
- Cold Calling, Data capturing, Sales & Marketing, maintaining existing clients, attracting new clients, admin, implementing promotional campaigns for sales, Advising customers on delivery schedules, Developing and maintaining strong relationships with customers, Cross selling, Up selling
  - Company provided leads
  - Products Sold: consolidated loans, short term and long term loans, debt recovery and life cover policies
  - Targets: 25 sales per day with commission on meeting and exceeding targets

### *Casual Admin*

#### National School of Governance

- 10/2013 - 02/2015
- Captured and sorted government files and data.
  - Implemented efficient filing systems and procedures.
  - Performed office duties without product sales.
  - Targets: compiling and sorting government documents and data in an orderly systematic form

*Sales Consultant (Broadband & FTTH)*

Telkom

- 09/2012 - 09/2013
- Data capturing
  - Sales & Marketing,
  - maintaining existing clients, attracting new clients,
  - Executed promotional campaigns to boost sales.
  - Built and sustained robust customer relationships via regular phone and face-to-face interactions.
  - Generating own leads
  - Products Sold: ADSL, FTTH, FTTB & Broadband
  - Targets: 20 fixed contracts per week

*Marketing Executive*

BBM media

- 07/2011 - 12/2011
- Increased customer engagement through phone outreach.
  - Ensured precise data entry.
  - Sales & Marketing,
  - Administered tender-based business for continuous operational efficiency.
  - Executed sales promotion plans effectively.
  - Generating own leads
  - Products Sold: Advertising Space (online/website ads & on monthly book publications) & Communications related businesses (Public & Private Sector)
  - Targets: compiling and completing advertising space for the companies monthly publications

*Sales Representative*

Cell C (RMCS)

- 02/2009 - 10/2010
- Successfully attracted and maintained a new client base.
  - Stock taking,
  - Account Management,
  - Client retentions,
  - Maintained up-to-date documentation.
  - Generating own leads
  - Products Sold: Cell C contract Sim-Cards and Mobile devices
  - Targets: 40 sales per week

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EDUCATION

02/2012

Diploma Marketing Management

Damelin -

- Marketing Management Graduate
- Coursework in Marketing, Communications and Project Management
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- Coursework in Marketing, Communications and Project Management

**Conditions:**  
 This card has been issued by the Department of Home Affairs in terms of the Identification Act, Act 68 of 1997  
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**Date of Issue:**  
 02 JUN 2023

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**DRIVER RESTRICTIONS**

<b>A</b>	<b>PROF CATEGORIES</b>
1. Driver's License	1. Professional
2. Artificial legs	2. Professional goods

<b>B</b>	<b>PROF CATEGORIES</b>
1. Driver's License	1. Professional
2. Artificial legs	2. Professional goods

<b>C</b>	<b>PROF CATEGORIES</b>
1. Driver's License	1. Professional
2. Artificial legs	2. Professional goods

<b>EC</b>	<b>PROF CATEGORIES</b>
1. Driver's License	1. Professional
2. Artificial legs	2. Professional goods

**VEHICLE RESTRICTIONS**

1. Associate's transmission	1. Associate's transmission
2. Externally powered	2. Externally powered
3. 1000 kg (GTW) permitted	3. 1000 kg (GTW) permitted
4. 1000 kg (GTW) permitted	4. 1000 kg (GTW) permitted

**Signature:**

**Photo:**



**REPUBLIC OF SOUTH AFRICA  
 NATIONAL IDENTITY CARD**

**Surname:**  
 SINDANE

**Names:**  
 SIBONLELO SIVABONGA

**Sex:**  
 M

**Nationality:**  
 RSA

**Identity Number:**  
 8904035499081

**Date of Birth:**  
 03 APR 1998

**Country of Birth:**  
 RSA

**Status:**  
 CITIZEN



**DRIVING LICENCE  
 ILAYISENSE YOKUSHAYELA  
 CARTA DE CONDUCAO  
 SS SINDANE**

**ID No:** 02/8904035499081 **HALE**

**Birth/Usuku boluziwe:** 03/04/1998 **Restr./Imingqobo:** 1

**Gender/Ubomiwe:** M **No:** 1

**Valid from/Valiwe:** 02/10/2023 **Exp./Kuphela:** 02/10/2028

**Issued/Iphelele:** 21

**Code/Indidi:** 0

**Apply restr./Imingqobo yemoto:**

**Expiry date/Usuku kuba hlokushayela:** 02/10/2025

**Signature:**

**Photo:**

**South Africa**

# CERTIFICATE OF PARTICIPATION



## IN THE CONNECT SA NATIONAL TECHNOLOGY CHALLENGE 2006

Presented to:

**NHLapho Sboneko**

Name **HOPE High**  
(Name of School) of Grade 11

**BIOLOGY**  
Category

For participating as a team member in the **CONNECT SA NATIONAL TECHNOLOGY CHALLENGE 2006** a **PALCARD Group** initiative. A joint effort by Private Sector companies and Government to create awareness in Science and Technology.

  
Africa Digital Connect

  
Palcard Group

20/02/07  
Date



**WBHO**



<b>Surname</b>	Nhlapo
<b>First Name</b>	Sebonelo
<b>ID Number</b>	890403-5499-081
<b>Student Number</b>	200900411
<b>Qualification/Programme</b>	Diploma in Marketing Management
<b>Programme Code</b>	
<b>Campus Name</b>	Menlyn
<b>Academic Year</b>	2009-2011
<b>Date Issued</b>	27 June 2011

Dear Sebonelo

Your results for the last academic session are as follows:

Module Title	Subject Code	Final %	Pass, Fail, Supplementary, Distinction *	Semester	Year completed
Management Principles	MPP 110	66%	Pass	1 <sup>st</sup>	2009
Business Communications	BCO 110	56%	Pass	1 <sup>st</sup>	2009
Principles of Micro Economics	PME 110	52%	Pass	1 <sup>st</sup>	2009
Business Mathematics	BMA 110	74%	Pass	1 <sup>st</sup>	2009
Principles of Marketing	MPMK120	72%	Pass	2 <sup>nd</sup>	2009
Principles of Macro Economics	PMC 220	71%	Pass	2 <sup>nd</sup>	2009
Introduction to Accounting	IAC 110	61%	Pass	2 <sup>nd</sup>	2009
End User Computing	PCS 110	60%	Pass	2 <sup>nd</sup>	2009
Marketing Research	MKR220	70%	Pass	1 <sup>st</sup>	2010
Business Law	BLW210	75%	Distinction	1 <sup>st</sup>	2010
Personal Selling	PSL210	61%	Pass	1 <sup>st</sup>	2010
Consumer Behavior	CBR210	63%	Pass	1 <sup>st</sup>	2010
Practice of Marketing	RMK220	68%	Pass	2 <sup>nd</sup>	2010
Marketing Philosophies and Methods	MPM210	67%	Pass	2 <sup>nd</sup>	2010
Quantitative Techniques (Statistics)	QUT220	65%	Pass	2 <sup>nd</sup>	2010
Business Management 1A	GMG220	58%	Pass	2 <sup>nd</sup>	2010
Marketing Management	MKM310	62%	Pass	1 <sup>st</sup>	2011
Marketing Communications	MCM310	72%	Pass	1 <sup>st</sup>	2011
Financial Management	FIN310	68%	Pass	1 <sup>st</sup>	2011
Project Management	PMG320	%		2 <sup>nd</sup>	2011

1. Please ensure that all your personal and academic records are correct.
2. Once you graduate, these details will be printed on your Certificate, Diploma or Degree.
3. Report any errors or omissions to your Programme coordinator.
4. Students need an overall mark of 50% in order to pass a module, and an overall mark of 40% is required in order to qualify to write the supplementary examination.
5. This results letter is printed without any amendments.

.....  
**Lorraine Segwale (Examinations Officer)**

.....  
**Liza Rootman (Academic Manager)**

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 15 Kirlin Place, Menlyn  
 P.O. Box 11914,  
 Hatfield, 0028

Tel: +27 12 348 8699  
 Fax: +27 12 348 9531



*This is to certify that*

**Sibonelo Siyabonga Nhlapho**  
8904035499081

*has, in accordance with the Higher Education Act, (Act No. 101 of 1997)  
and the Regulations pertaining to Private Higher Education,  
met with the requirements for the*

**DIPLOMA**

**in Marketing Management**

*on*

**22 February 2012**

A handwritten signature in black ink, appearing to be 'S. Nhlapho', written over the text 'ACADEMIC EXECUTIVE'.

ACADEMIC EXECUTIVE

A handwritten signature in black ink, appearing to be 'Teddy', written over the text 'DEAN OF STUDIES'.

DEAN OF STUDIES

