

Siphesihle Trevor Buthelezi

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization. To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work, trusts me with responsibilities, challenges and work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Experience

- **ANOVA HEALTH INSTITUTE** 2020 - 2024/02/29
 - Retention counselor
 - Retention counselling
 - Case management
 - Redcap
 - Fast track services
 - Prep services
 - Defaulted Tracing
 - Lab track
 - TB,ANC & PNC support services
- **ANOVA HEALTH INSTITUTE** 2018 - 2020
 - Linkage officer
 - identifying Hotspots
 - Community mapping
 - Mobilising
 - Hiv testing services
 - Prep education
 - Condom distribution
 - Roving around Johannesburg
 - Data collection and reporting
 - Referral to stakeholders
 - Linkage to care
 - Indexing
 - Peer education
 - Universal testing and treating
- **ANOVA HEALTH INSTITUTE** 03/2018 - 10/2018
 - Senior ambassador
 - identifying Hotspots
 - Community mapping
 - Mobilising key population
 - Facilitating workshops
 - Hiv testing services
 - Condom and lube distribution
 - Indexing
 - Peer education
 - Coordinating buddy services
 - Prep education
 - Data collection and reporting
 - Roving around Johannesburg
- **SINETHEMBA COMMUNITY CARE CENTER** 2016 - 2018
 - Care giver
 - care giver
 - identifying vulnerable households

Interventions
Home visits
Condom distribution

- **Telkom customer care** 2013 - 2015
Service Desk agent(Corporate billing)
Taking calls from customers regarding accounting enquiries
Assisting customers with balance enquiries, forwarding copies of invoice as and when requested and these obtaining from the easybill system
Explaining invoices to customers,Updating memos on the AR system.
Checking and logging of account disputes on the clarify/OMG system for complaints and providing relevant feedback
Ensure the targets set for calls taken and email attended are adhered and achieved always
Working closely with technical support on faults the customer might enquire about.
Assisting on smartaccess with new services as well as changes the customer may require.
Assisting supervisor with compiling of stats on work received daily and forwarding same at 3 hourly intervals.

Education

- **Drankensberg secondary school** 2012
NSC
12
- **Unisa** 2020
Hiv and Aids care and counselling
6 months course completed
- **Unisa** 2019 - 2022
BA health sciences and social services
Degree
- **Unisa** 2024 to date
BA honours in psychology
Honours

Skills

- Communication skills
- computer skills Microsoft Word Microsoft Excel Microsoft Outlook Microsoft PowerPoint Microsoft Access
- time management skills
- Telephone etiquette

Personal Details

- Driving Licence : Code 10

Reference

- **Boipelo modiga - ANOVA HEALTH INSTITUTE**
Technical Advisor Psychosocial support
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- **David motswagae - ANOVA HEALTH INSTITUTE**
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- **Anna kahari - ANOVA HEALTH INSTITUTE**
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- **Nobantu maraba - Anova health institute**
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