**Name & Surname:** Mpho Thulo

**Gender**: Female

**Criminal Record**: None

**Marital status:** Single

**Contact details**: +27679364749

**Disability**: None

**Driver’s license:** Code B

**Email address:** mphothulo02@gmail.com

**Address:** 51 Sienna Drive, Bourgogne, Burgundy Estate, 7441, Cape Town

# LANGUAGES:

| **Language Proficiency** | | | | |
| --- | --- | --- | --- | --- |
|  | **English** | **Setswana** | **IsiXhosa** | **Afrikaans** |
| **Speak** | Good | Good | Fair | Fair |
| **Read** | Good | Good | Fair | Good |
| **Write** | Good | Good | Fair | Good |

**ACADEMIC & EDUCATIONAL QUALIFICATIONS**

| **Qualification** | **Institution** | **Year** |
| --- | --- | --- |
| National Senior Certificate | Mmabatho High School | 2015 |
| Bachelor of Arts: Behavioral Sciences with Sociology and Psychology | North-West University (Potchefstroom Campus) | 2021 |

# SKILLS DEVELOPMENT AND TRAINING (RADICALX BOOTCAMP)

* Introduction to Digital Marketing Strategy
* Planning Digital Assets
* Web development, mobile apps and e-commerce

# KEY SKILLS

Research Skills:

* Designing and conducting research studies
* Data collection
* Analysis Literature review

Communication Skills:

* Effective written and verbal communication
* Report writing and documentation
* Presentation skills

Analytical Skills:

* Critical thinking
* Problem-solving
* Analyzing behavioral patterns and trends

Time Management:

* Prioritizing tasks
* Meeting deadlines

# OTHER TECHNICAL SKILLS

* + Microsoft office proficiency (Word, Excel, PowerPoint and Outlook

# COMPETENCIES

* Excellent writing skills.
* Good communication skills.
* Excellent driving ability.
* Interpersonal skills.
* Good planning and organizing skills.
* I am also a very flexible individual, who works well individually as well as a team- player.
* Ability of being discreet in all matters related to the assignment, including confidential information seen or heard.
* Ability to adapt readily and work effectively under a variety of different conditions, including with different people, situations and groups

# WORK EXPERIENCE

**Period:**  December 2023 - August 2024

**Name of Organisation:** Rx Health Group

**Position:** Technical Customer service consultant

**Duties**

* Resolving issues and answering questions about the company services.
* Attending customer inquiries by attentively listening to their concerns and furnishing pertinent information, accurate answers, or appropriate responses in a courteous and professional manner.
* Receiving and processing customer orders while also managing the billing and payment transactions when necessary.
* Obtaining and correctly capturing customer information.
* Examining and effecting modifications to customer accounts when deemed necessary.
* Maintaining detailed records of customer interactions.
* Diligently ensuring and enhancing customer satisfaction.

**Period** : November 2021 – August 2022

**Position** : Education Assistant

**Duties**

* Assist with administrative duties and data capturing, ensuring smooth operation and accurate record keeping.
* Monitoring and supervising learners during class activities, examinations and lunch ensuring their safety and to provide assistance.
* Assist the social committee in planning and organizing events, activities, fundraising, games and sports.
* Participating in workshops and training meetings with the Department of Education to enhance my knowledge and skills.
* Collaboration with different stakeholders to support during social events.
* Implementing and coordinating after school free tutoring program for learners in major subjects (Languages, Maths and Computer)

# REFERENCE

Name and Surname: Ms Monique Kraai Position: Manager

Company: Rx Health Group

Telephone: 060 635 5484

Email: kraaimonique13@gmail.com

Name and Surname: Ms Pia Bombardella

Position: Lecturer

Company: North-West University

Telephone: 073 445 5685

Email: [Pia.Bombardella@nwu.ac.za](mailto:Pia.Bombardella@nwu.ac.za)

Name and Surname: Mr G Mpolokeng

Position: Mentor

Company: Seta

Telephone: +27 65 826 7858

Email: [mpolokgr@gmail.com](mailto:mpolokgr@gmail.com)