

RESUME OF NOMFUNDO NT SEME

Contact

061 487 2096
nomfundosemee@gmail.com

Education

Central Technical College
National Certificate in Chemical
Engineering
2019-2022

National Senior Certificate
Mowat Park High School
2015

Key Skills

Computer literacy
Strong work ethics
Teamwork and collaboration
Customer Care
Administration
Communication Skills
Leadership
Punctuality

Objective

I am a dependable and hard-working individual and have the experience and skills required by this position. I have more than two (2) year's experience working as a call center agent and One (1) year experience as a Quality Assurance agent. I am familiar with the tasks. I was also a flex agent for chat and emails before I was promoted to be a Quality Assurance agent. I am a fast learner and follow instructions easily.

I can manage my time wisely and multi-task to complete daily tasks in a reasonable amount of time. I always put forth my best efforts to get the job done in a timely but efficient manner. I am self-motivated and can perform the job unsupervised. I can be the leader and a team player.

Experience

WORK EXPERIENCE

Webhelp

Amazon Campaign

Customer service_ (03/06/2024 – to date)

Webhelp

Vodafone Campaign

Customer service_ (26/09/2023)

- Assisting customers with their inquiries.
- Placing orders.
- Blacklisting phone and Sim cards.
- Activating Sim cards.
- Tracking orders.
- Service issues.

Seven Trent Nutun

Customer service_ (30/09/202)

- Booking appointments to commission
- Read or inspect and exchange meter

- Offering discretionary credit with the exception of a recovery date and recovery minimum amount.
- Creating a repayment plan for customers in order to settle the outstanding amount.
- Log and manage complaints
- Provide a clear clarification of the bill generated.
- Explain different tariff and their functions.

CCI – SA

Quality Assurance Agent_ (01/09/2022)

- Monitoring calls
- Assess agents' performance.
- Monitoring trends.
- Ensure compliance with company quality standards and all contact channels while monitoring key performance metrics to improve call quality.
- Compile calibration document.
- Compile reports and presentation of stats to management.

CCI-SA

Back-office agent_ (04/10/2020)

- Client escalations.
- Supporting chats and Emails
- Gathering and processing research data.
- Performing basic admin duties.
- Assisting and supporting management.

References

(CCI - SA) - Manager

Miss Nobantu Mafuleka
Phone: 067 269 7871
mafulekanobantu@gmail.com

Seven Trend Manager Nutu

Mr Njabulo Mbuyazi
081 688 2758

Amazon Manager Concentrix

Miss Zinnie Zondi
Phone – 067 040 3696

Character References

Mr. Mbuso Seme

072 665 6365

Ms Nontsikelelo Raphoka

Cell. 068 144 8479