



Vusumuzi Msibi

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Dedicated and adaptable Administrative Professional with experience in office management, customer service, sales support, and call center operations. Proven ability to coordinate effectively across departments, solve problems independently, and maintain professional service standards. Passionate about continuous improvement and committed to delivering results that exceed expectations. I am looking for a permanent Administrative position that is suitable for my professional profile.

Preferred occupation

Administrative Assistant
Administrative jobs

Administrators
Administrative jobs

Cashiers
Retail, store jobs

Customer care agent
Administrative jobs

Filing clerk
Administrative jobs

Personal assistant
Administrative jobs

Shop assistants
Retail, store jobs

Sales consultant
Sales jobs

Preferred work location

Pretoria / Tshwane
Gauteng

Johannesburg
Gauteng

Contacts and general information about me

Gender

Male

Residential location

Pretoria / Tshwane
Gauteng

Telephone number

Information is available only for registered users.
[Sign in](#)

Email address

Information is available only for registered users.

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Work experience

Working period	nuo 2018.09 iki 2021.09
Company name	Valley Rez Student Accommodation
You were working at:	Administrators
Occupation	Office Manager
What you did at this job position?	Organized meetings and managing databases. Arranged transport for viewing purposes & ordered stationery and IT equipment. Dealt with client correspondence, complaints and queries. Prepared letters, presentations and reports for senior staff & shareholders. Supervised and monitored the work of administrative staff. Processed invoices and managed the office budget. Implemented and maintained procedures/office administrative systems. Organized induction programs for new employees & ensured that health and safety policies are up to date. Attended meetings with senior management & assisted the organization's HR and finance functions by keeping personnel records up to date. Arranged interviews and updated financial documents.
Working period	nuo 2017.09 iki 2017.02
Company name	PG Glass
You were working at:	Direct sales consultant
Occupation	Clientele Sales Consultant
What you did at this job position?	Managed and followed up on all counter sales (face-to-face and telephonic) by giving relevant advice to customers in the most professional manner to ensure all sales are closed, budgets and Net Promoter Scores (NPS) targets are achieved, contributing to the growth of business. Handled the processing of claims accurately and quickly by liaising with the customers on the correct excess amounts and collected payment to ensure that daily key performance indicators are achieved and to avoid any financial losses to the business. Ensured that the best administrative practices were always adhered to when conducting administration in order to ensure stock control and ordering processes were adhered to and customers had the ultimate low effort experience. Utilized the scheduling system in the Service Centre, maximizing the productivity of Fitters in order to maintain the targeted jobs per fit per day, ensuring the Fitment Centre is running to full capacity and customers' expectations are managed. Accurately ordered stock according to work schedules following the buy-out procedures to ensure that there are no delays in rendering services to customers to maintain the highest standard possible. Adhered and complied with any other reasonable work requests from PG Glass Management.

Working period **nuo 2015.01 iki 2015.12**
Company name City of Tshwane Municipality
You were working at: Government jobs
Occupation Administrative Officer
What you did at this job position? Provided general administrative support within the Directorate. Handled procurement of goods and services for the Directorate. Provided financial administrative support to the Directorates. Arranged, attended meetings and took minutes when required. Conducted assets management & verification.

Working period **nuo 2013.12 iki 2014.03**
Company name Homemark
You were working at: Sales agent
Occupation Sales Consultant
What you did at this job position? Actively demonstrated products to increase sales in the store & met sales targets. Achieved budgets through increasing sales & ensured operational efficiency. Ensured that merchandising and product displays are within Homemark standards by ensuring housekeeping meets statutory standards and is visually pleasing. Assured the satisfaction of customers by appropriately handling customer related queries, complaints and compliments Ensured that model stock levels are kept at all times & constantly communicated with Retail Representatives regarding stock levels Ensured a minimum of 8 weeks stock holding & sufficient demo aids. Ensured that housekeeping & demo areas meets the Homemark standards Attended training and meetings at selected venues by the Company & kept up to date with product knowledge.

Working period **nuo 2024.06 iki 2024.09**

Company name South African Revenue Services

You were working at: Call Centre agent

Occupation Debt Collector

What you did at this job position? Handled inbound and outbound (partially / non scripted) Contact Centre or Branch interactions for a single tax product, In Compliance with SARS policies and procedures. Ensured that all walk-in inbound and outbound queries for a single tax product are promptly, effectively & efficiently answered or resolved. Attended to all multi-channel account enquires received, in respect of outstanding debits, credits, penalties & interests with regards to all taxes. Communicated transactional outputs and queries in area of work. Identified problems, applied known solutions in line with procedures or guidelines and escalated unresolved problems. Planned and organized own work in an effective and efficient manner to reach agreed performance objectives. Reported on transactional activity progression within set guidelines to provide timely information for decision making in area of accountability. Delivered on contracted performance objectives according to set procedures and agreed service level agreements. Embraced change initiatives and positively contribute to the success thereof within area of accountability. Ensured quality of work content, quick turnaround, prioritized, minimized mistakes and continuously improved quality, service and standards. Complied with and adhered to identified governance and compliance standards and escalated problems for investigation and resolution. Developed productive working relationships with team members, Ops Managers and key role players in the business to support contracted work outputs. Drove own performance and development in order to achieve and improve on work outputs in line with required response time, quality and service delivery standards. Continuously assessed own performance, seeking timely and clear feedback and requested training where appropriate. Adhered to specified policies, standards, legislation and procedures to prevent wastage on resources, unauthorised expenditure and wasteful expenditure and reported violations. Ensured own understanding and adherence to customer service delivery in order to meet or exceed customer expectations. Contributed to a culture of service excellence, which built positive relationships and provided opportunity for feedback and exceptional service.

Working period **nuo 2024.12 iki 2025.02**

Company name Hatfield Motor Group

You were working at: Sales administartor

Occupation Sales Administrator

What you did at this job position? Processed orders via email or phone. Checked data accuracy in orders and invoices. Contacted clients to obtain missing information & answered queries. Liaised with all relevant departments to ensure timely fitments and deliveries. Maintained and updated sales and customer records. Developed monthly sales reports. Communicated important feedback from customers internally. Ensured that sales targets are met and reported any deviations. Stayed up to date with new products and features.

Education

Educational period	nuo 2011.01 iki 2014.12
Degree	Diploma
Educational institution	Tshwane University of Technology
Educational qualification	National Diploma in Administrative Management
I could work	Administrative Manager, Administrative Assistant, Office Manager, Office Administrator
Educational period	nuo 2004.01 iki 2009.12
Degree	Grade 12 / Matric
Educational institution	Kenneth Masekela Secondary School
Educational qualification	National Senior Certificate
I could work	Sales Consultant

Languages

Language	Speaking level	Understanding level	Writing level
English	very good	very good	very good
isiZulu	very good	very good	very good
Sesotho	good	good	basic

Computer knowledge

Ms Office, SAP Business One, Digicall, SAGE VIP Payroll, Service Manager, Pinnacle, Seriti,

Recommendations

Contact person	Fola Raymond
Occupation	CEO
Company	Valley Rez Student Accommodation
Telephone number	0736039021
Contact person	Jannie Niemand
Occupation	Fitment Centre Manager
Company	PG Glass
Telephone number	0872603467
Contact person	Zanele Maluleka
Occupation	Functional Head
Company	City of Tshwane Municipality
Telephone number	0123580024

Contact person	Mahlodi Raphadu
Occupation	Ops Manager
Company	South African Revenue Services
Telephone number	0828119491
Email address	Mraphadu@sars.gov.za

Contact person	Natalie Du Plessis
Occupation	Accessories Manager
Company	Hatfield Motor Group
Telephone number	0711994288
Email address	natalie@hatfieldgroup.co.za

Additional information

Your hobbies	Music Production & Body Building
Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg
Driver license from	2020-04-00 (5 years)
Salary you wish	R12500 R per month