



Mmapule Irene Mlangeni

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am 34 years old lady looking for a customer service position and believe that this opportunity will enable me to gain necessary experience.

I have a Certification in PC Engineering and Data Capturing. I understand that the quality of customer service is essential to a successful company.

I have excellent communication skills both oral and written, multitasking and customer service experience. I have proficient in MS Office and other computer programs.

I have worked various customer service roles over the course of my career for over 7 years. I have worked as customer service agent at the call centre, bank customer service clerk and bank Teller. I enjoyed the frequent contact I had with customers and the role I played in solving their problems and strategic business development.

I am an energetic worker who is able to give as much effort and dedication. I have a driver's license and own transportation.

Kindly would like to thank you for taking the time to consider my application, and I hope to hear from you in the near future.

I am available during work hours at 063 133 5001.

Thank you

Preferred occupation

Generals
General jobs

Preferred work location

Sedibeng
Gauteng

Johannesburg
Gauteng

Pretoria / Tshwane
Gauteng

East Rand
Gauteng

Contacts and general information about me

Day of birth

1989-02-16 (36 years old)

Gender	Female
Residential location	Sedibeng Gauteng
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period	nuo 2008.12 iki 2008.12
Company name	Standardbank
You were working at:	Banking
Occupation	ATM Demonstrator
What you did at this job position?	ATM WITHDRAWALS, TRANSFERS, DEPOSITS, PRINTING STATEMENTS,CHECKING BALANCES

Working period	nuo 2009.05 iki 2010.07
Company name	Sibize
You were working at:	Call Centre agent
Occupation	License Bookings
What you did at this job position?	Inbound call, transferring from different departments, learniners and drivers licenses.

Working period	nuo 2010.11 iki 2016.09
Company name	ABSA Bank
You were working at:	Banking
Occupation	Customer service clerk and Teller
What you did at this job position?	Delivery of friendly, quick, accurate and customer serviceAssist clients regarding, but not limited to the following: <input type="checkbox"/> Personal information, address and other details; <input type="checkbox"/> Cheque books; <input type="checkbox"/> Debit orders; <input type="checkbox"/> Stop payments; <input type="checkbox"/> ATM, debit and credit cards; <input type="checkbox"/> PIN related queries; <input type="checkbox"/> Issuing statements and account information; <input type="checkbox"/> Educate customers on the Bank's procedures and security requirements, including Customer Acceptance Screening Application (CASA) and Financial Intelligence Centre Act (FICA); <input type="checkbox"/> Adhere to Absa policies and procedures when processing client requests; <input type="checkbox"/> Adhere to legislation and regulatory requirements, including Financial Information Centre Act (FICA), Code of Banking Practice and Money Laundering; <input type="checkbox"/> Adhere to all audit requirements; <input type="checkbox"/> To be updated and informed of banking products and services;

Education

Educational period	nuo 2002.01 iki 2006.12
Degree	Grade 12 / Matric
Educational institution	Rutasetjhaba Seconday school
Educational qualification	Metric Certification

Educational period **nuo 2007.02 iki 2008.02**
 Degree Certificate
 Educational institution PC Training and Business College
 Educational qualification PC Engineering Certificate

Educational period **nuo 2009.05 iki 2009.05**
 Degree Certificate
 Educational institution Quest Computer Skills Centre
 Educational qualification Data Capturing Certificate

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
Sesotho	fluent	fluent	fluent
isiZulu	fluent	fluent	fluent

Recommendations

Contact person Xoliswa Voko
 Occupation Host
 Company ABSA Bank
 Telephone number +27 (79) 367-5611

Contact person Phumzile Shabalala
 Occupation Customer service clerk
 Company ABSA Bank
 Telephone number +27 (73) 274-8206

Contact person Lorna Masemola
 Occupation Agent
 Company Real Estate's
 Telephone number (073) 047-0375

Additional information

Your hobbies reading books, writing, cooking, traveling and mind task games
 Driver licenses B Light Vehicle ≤ 3,500kg
 Salary you wish 7000 R per month
 How much do you earn now 3000 R per month