



Nokuthula Gxagxisa

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am looking for a position where I can use my skills and knowledge to make a positive impact in my personal capacity and in the business that has employed me. I am experienced in working with deadlines and targets as I take pride in my professionalism and in the customer service and experience that I provide to customers. Debt collection is something that I do extremely well because I understand the importance and intensity that it may have however I have achieved this through all the skills I have gathered over the years as I have proven written record that may be produced should that be required to affirm my points. I am skilled in debt collection on all cd types, customer service, admin , sales and query resolution.

Preferred work location Johannesburg
Gauteng

Contacts and general information about me

Day of birth	1991-07-17 (34 years old)
Gender	Female
Residential location	Johannesburg 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 2015.06 iki dabar
Company name	Connect Financial Solutions
You were working at:	Agents
Occupation	Inbound consultant
What you did at this job position?	Collect on customers that have defaulted, make arrangements, manage incoming calls with an average call time of 5 minutes, providing a customer resolution rate of 90%, adhere to quality assurance standards set and process changes updating address, contact details bank or beneficiary details

Working period **nuo 2012.05 iki 2015.05**

Company name JD Group

You were working at: Agents

Occupation Outbound Consultant

What you did at this job position? Collect on outstanding balances and arrears, make payment arrangements, outbound calls to prospects or customers and assist customer's daily, providing successful solutions in a polite manner using active listening to ensure customer retention

Education

Educational period **nuo 2018.01 iki 2018.12**

Degree Grade 12 / Matric

Educational institution Corrorationville Secondary School

Educational qualification Matric

I could work Telecommunications

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
isiZulu	very good	very good	very good
isiXhosa	fluent	fluent	fluent
Afrikaans	basic	basic	basic
Sepedi	good	good	good
Sesotho	good	good	good
Setswana	very good	very good	very good

Computer knowledge

Microsoft Outlook

Microsoft Excel

Microsoft Power point

Microsoft Word

Microsoft Office

Conferences, seminars

Wholesale and Retail NQF3

IT Essentials

Arbitrage

Negotiations Mastery

Recommendations

Contact person	Tsholofelo Matladi
Occupation	Manager
Company	Connect Financial Solutions
Telephone number	081 708 0975
Contact person	Banele Mthembu
Occupation	Team Leader
Company	JD Group
Telephone number	071 887 0446

Additional information

Your hobbies	Reading and cooking
Driver licenses	C1 Heavy Vehicle 3,500kg - 16,000kg
Driver license from	2019-08-00 (6 years)
Salary you wish	12500 R per month
How much do you earn now	7880 R per month