

Andiswa Cyria Molangathi

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PROFESSIONAL PROFILE

A recent BA graduate with majors in Sociology and Psychology, I am deeply committed to understanding and addressing social impact issues through innovative solutions. I bring strong research and analytical skills, combined with a passion for utilizing data and technology to drive social change. With experience in customer service, report writing, and project coordination, I excel at managing tasks efficiently while working collaboratively in fast-paced environments.

EDUCATION

- 2021-2022: **General Sociology Honours**, University of Witwatersrand
Majors: Labour and Development, Social Transitions Economic Sociology
- 2019-2021: **BA General**, University of Witwatersrand
Majors: Sociology and Clinical Psychology
- 2018: **National Senior Certificate**, Howick secondary school

WORK EXPERIENCE

2023 - Current: **Customer Service Agent**, South Point

- Assisted customers, promoted brand services, and provided customer support on CRM platforms.
- Handled written correspondence and prepared monthly sales and service reports.
- Managed IT maintenance requests and delivered related reports.
- Ensured timely completion of tasks and maintained accurate records.

2022 : **Researcher & Collaborator**, Wits School of Arts

- Collaborated on the "Rendered Passages" exhibition, exploring migration through the lens of public art.
- Conducted research on the ideologies behind South African public art projects and their role in preserving Black history post-apartheid.

2019 - 2020 : **Mentor**, Wits University

- Mentored six first-year students, guiding their transition to university life by providing academic and social support.
- Facilitated group sessions to help students balance academic workloads with personal well-being.

ACHIEVEMENTS & LEADERSHIP

2023: **Customer centric employee of the year Award**, South Point

- Team leader in the written correspondence team

2022: **Collaborated in an Art Exhibition “Rendered Passengers”**, Wits School of Arts

2020: **Golden Key Award**, University of Witwatersrand

- Top 15% of the Humanities faculty with an average of 80%
- First Year Experience Mentor

CANDIDATE SUMMARY

I hold a BA degree with majors in Psychology and Sociology, disciplines that have fueled my passion for understanding and engaging with people while shaping my commitment to excellence in every task I undertake. I am articulate, multilingual, and adaptable, with a proven ability to thrive in diverse environments. Currently employed at a contact center with South Point, I have developed strong multitasking skills, balancing work and studies with a focus on efficiency and self-care. This experience has instilled in me the discipline and time management necessary for long-term success and personal well-being.

My academic journey is enriched by my research on social structures, particularly in relation to labor and development, as well as my deep interest in the ways societal dynamics shape opportunities and challenges. My research focuses on the evaluation of existing public art projects in South African cities, exploring the ideologies behind their design and creation. It critically examines how these art projects serve as vehicles for representing and preserving the history of Black South Africans in the post-apartheid era. This work is rooted in my broader interest in how cultural and social narratives are constructed and maintained within public spaces, particularly in relation to labor, identity, and historical memory.

In 2022, I expanded my academic experience by participating in Rendered Passages, an exhibition project in collaboration with the Wits School of Arts, OSUN Institute, and Wits Art History department. This project delved into migration's performative aspects, aiming to reframe historical narratives and preserve African stories through artistic methods. My involvement in this initiative deepened my understanding of how art can be used as a tool for social commentary and historical preservation, a theme closely aligned with my research interests.

Additionally, I served as a mentor in the 2020 First Year Experience program, where I guided six first-year students in navigating their transition to university life. My role was to support them in balancing academics and social life, ensuring their experience was both manageable and fulfilling.

Through these experiences, I have cultivated a strong foundation in people-oriented, service-driven roles and developed a passion for exploring the intersection of social structures, labor, and cultural development.

I am driven to contribute to environments where I can make a meaningful impact by combining my research insights, leadership skills, and dedication to fostering inclusive social progress.

SKILLS

Languages:

- Proficient in South African English
- Zulu (fluent)
- Xhosa (fluent)

Technical Skills:

- Microsoft Office (Word, Excel, PowerPoint)
- Freshworks (CRM systems and operations)
- Data collection and analysis
- Database management skills

Research:

- Quantitative and Qualitative research skills
- Experience in creative problem-solving for complex research tasks

Customer Service:

- Strong communication and interpersonal skills
- Ability to work under pressure and manage multiple responsibilities
- Excellent computer skills and technology competency

Administrative:

- General administrative skills
- Ability to meet schedules and time deadlines
- Accuracy and attention to detail
- Supervising, delegation, and team working
- Strives for continuous improvement
- Results focused and professional

REFERENCES

Nomonde Masango

Manager, South Point

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Sithembiso Ndlovu

Team Leader, South Point

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