

CURRICULUM VITAE

OF

SIPIWE NORUBELA

CONTACT DETAILS

Residential Address : 2A Matshaya Street
Naledi
Soweto
1861

Cell Phone Number : 073 921 4835

Email Address : Brian.Born2Reign@gmail.com

PERSONAL DETAILS

Surname : Norubela

First Names : Sipiwe

ID Number : 9505035742088

Date of Birth : 03 May 1995

Gender : Male

Marital Status : Single

Nationality : South African

Health Status : Good

Criminal Record : None

Home Language : IsiZulu

PROFESIONAL SUMMARY

Customer service representative with three years of meeting and exceeding customers` needs and expectations in reviewing customer complaints; resolving complex issues, and managing customer accounts. Contributing daily to company`s mission of earning the reputation that they provide all clients and partners with superior quality technology and information supported by first rate service.

SKILLS

- Good verbal and written communication
- Good Leadership Skills
- Patience and Concentration
- MS Office
- Team Player
- Computer Literacy in Microsoft Word, Microsoft Excel and PowerPoint

WORK EXPERIENCE

Position : Customer Service Consultant

Company Name : Multichoice Africa

Period : November 2015 – September 2018

JOB DESCRIPTION

- Obtains Client information by answering telephone calls and verifying their information before accessing their accounts.
- Educated customers about product options to exceed their experience.
- Estimated alteration of merchandise and cost of repairs.
- Served customers in a stressful environment.
- Championed promotional items to achieve sales goals.
- In 2017 I was appointed as a stand in Supervisor for my team in the absence of our Supervisor.

REFERENCE

Name : Zamani Gumede

Position : Supervisor

Contact Number : 072 474 0898

2nd WORK EXPERIENCE

Position : Control Room Operator

Company Name : Cartrack

Period : July 2019 – Present

JOB DESCRIPTION

- Responding to incoming events from tracking units by contacting clients to confirm or verify that all is in order with vehicle.
- Attend to inbound calls from clients testing units or requesting positions on vehicles.
- Resolve all telephonic queries received.
- Prioritize urgency of queries and requests received.
- Record all action taken for queries received on CAMS.

REFERENCE

Name : Connell Dlomo

Position : Supervisor

Contact Number : 073 065 8169

EDUCATION

Qualification : Matric

Name of School : Unity Secondary School

Years : 2013

Subjects : IsiZulu Home Language
English First Additional Language
Mathematics
Life Orientation
Geography
Life Sciences
Physical Sciences
Religion Studies

REFERENE

Name : James Wandile Makhubu

Position : Headmaster

Contact Number : 011 424 1471