

# Ndirine Kim Lufhugu

☎ 067 113 9255 |  
081 321 1522  
✉ kimlufhugu@gmail.com  
🏠 Roodepoort  
📅 23 November 1994  
🚗 Code 08

## Skills

- Microsoft package
- Languages: C# , Java
- Operating systems
- Business process analysis
- Information systems design
- Windows
- Communicating
- Team player
- Customer service
- Problem solving
- Analytical

## References

**Dave (Team Leader)**  
**Webhelp**  
078 238 4858

**Vuyo (Team Leader)**  
**Vodacom**  
061 017 5161

## Personal Profile

I am a self-motivated and highly skilled Information Technology student who is keen on applying academic foundation experience. Very punctual and organised individual with excellent interpersonal skills and the ability to communicate professionally. I am comfortable with working with different people from different backgrounds. I work well within a team and individually. Interested in an organization that will allow me to grow career wise while at the same time I am adding positive value to the organization.

## Education

**BSc in Information Technology - North West University (In progress)**

**Matric (Grade 12) - Westridge High School (2013)**

## Work Experience

**Promoter (Part time) - Glow Promotions (Nov 2014 – Dec 2019)**

- Demonstrate and provide information on promoted products/services
- Create a positive image and lead consumers to use it
- Distribute product samples, brochures, flyers etc. to source new sales opportunities
- Identify interest and understand customer needs and requirements

**Customer Service - Webhelp (Aug 2016 – Jan 2017)**

- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Responding promptly to customer inquiries
- Communicating with customers through various channels
- Acknowledging and resolving customer complaints

**Credit Controller – Vodacom (Feb – Jul 2016)**

- There should be a close liaison between the credit controller and the marketing /sales
- Checking customer's credit situation
- Ensure that debts are paid in a timely manner
- Meet cash & debtor day targets set by the Firm
- Provide accurate advice on billing queries

**Debts Collector – VVM (Mar – Sep 2014)**

- Checking customer's credit situation
- Ensure that debts are paid in a timely manner
- Ensure monthly processing deadlines are met as required
- Send out monthly client statements/letters as may be agreed from time to time