

NOSIPHO HLONGWANE

Location: Johannesburg, South Africa.

Email: nhhlongwane91@gmail.com

PROFESSIONAL SUMMARY

I am a highly motivated and customer-oriented individual seeking a call center position to utilize excellent communication skills, problem-solving abilities, and strong work ethic in delivering exceptional customer service.

SKILLS

Test planning | Research and research analysis | Data analysis | Problem solving | Articulate communicator (Verbal & Written) | Adaptive | Team Player | Adaptability | Monitoring and Evaluation | Innovative | Detail-oriented | Analytical thinking |

Languages: English: C1 | Isizulu: C2 | Spanish: A1 | Dutch: A1

CERTIFICATES

- **SheCodes**
 - Introduction to coding | 2024
 - Web Development | 2024
 - Responsive Web Development | 2024
 - React Development | 2024
- **Coursera**
 - Google Data Analytics | 2023
 - Google Business Intelligence | 2023
- **Forage Virtual Internships**
 - Clyde and Co: Law and Professional Development | 2024
 - Marketing and Communication | 2024
 - Introduction to Law | 2024
 - Underwriting | 2024
 - BCG: Introduction to strategy consulting | 2023
 - BCG: Climate and Sustainability | 2023

EXPERIENCE

- **Independent Communication Authority of South Africa**

- Elections Monitoring Compliance Officer

- 1. October 2021 - March 2022

- 2. March 2019 - Aug 2019

- This is a monitoring compliance post in this position I monitored compliance with Electronic Communications Act and election coverage regulations that includes political advertisement and party election broadcast.

- Captured data and identified any issues covered by the broadcasting licensee during the election period.

- Compiled reports on compliance that were presented to the manager and the CCC for review and analysis for final report on the success and failures of broadcast of the election period.

- **Livingston Research**

- Freelance Writer

- September 2020- October 2022

- I have developed a high level of proficiency in English, demonstrated through professional experience at Livingston Research. My ability to read, write, and comprehend auditory content in English enables me to communicate effectively and clearly. I have taken writing tasks in areas such as English literature, Sociology, Psychology, History and Anthropology. .

- **AACA College**

- Administrator

- July 2017 - September 2017 (Short term contract)

- In this position I was responsible for administration work, marking and recording daily attendance. Ensuring that the time table corresponds for different students. Printing daily lesson outlines.

- **I.H.Pantz Bookshop**

- Shop Assistant

- March 2016 - October 2016

As a student assistant in the shop I attended to daily sales, ensuring that customers are able to get what they want and note books that are out of stock. I was also responsible for packing and storing books accurately. I also did data entry for daily sales using excel.

EDUCATION

- **University of the Witwatersrand**

- BA Honours in International Relations | January 2016 - December 2016
- **Modules:** International Relations, Gender studies, Foreign Policy studies.

- **University of the Witwatersrand**

- BA in Politics and International Relations | January 2013 - December 2015
- **Modules:** Political Studies, International Relations, Anthropology, English, Media Studies.

- **IIE Rosebank College**

- Diploma in Journalism | January 2010 - December 2011
- Modules:** Communication Studies, Media Studies, Journalism, Media Law, English, News Writing, Magazine and feature writing.

REFERENCE

- Available upon request.