

Ngobile Innocent Ngobeni

Applications and Web development student with aptitude for information systems analysis and computer programming, seeking for a job position as an IT support to professional workers to develop my potentials while performing the necessary tasks.

Work Experience

Merchandiser

Cmr Meridian
3 Riley Road 2007
Bedfordview - Bedfordview
Ext 141 Gauteng
Apr 2020 / Jul 2022

As Merchandiser, I ensures that the shelves of a retail store are stocked with products and displays them accordingly for customers. I also tracked inventory levels, report any issues or shortages to management and cleaned up unwanted items from flagrant violations in-store decorum.

Telesales and Marketing

Chelsea Dynamics
Block A, Chelsea Office
Park, 57 Wessel Road,
Rivonia, Johannesburg,
2191
Feb 2022 / Mar 2022

Telemarketers are professionals who are responsible for talking to potential customers on the phone and selling products, I used to market and sell aquazania purified water.

Junior IT and Personal Assistant

BN Construction
15793 ext 15 embalenhle
Secunda Mpumalanga
2285
Dec 2019 / Apr 2020

Reference: Thandeka 074 928 6276/ +254 768 070227

Education

Diploma

Bedfordview High school
oA Healy Rd, Bedfordview,
Germiston, 2008
2019

Mathematics, Life sciences, English, Afrikaans, Computer Applications Technology, History.

Call center agent certificate

Skills Excel
Samro House, 20 De Korte
St, Braamfontein,
Johannesburg, 2001
2021

Telemarketing, Telesales, Negotiations, Inbound and Outbound call center training.

Microsoft office certificate

Microsoft
Thintimillion.Co.Za
2021

Digital Literacy, Microsoft office.

Contact details

EMAIL

nqobilengobeni72@gmail.com

ADDRESS

655 Ngcombolo Street, Radebe
Section, Katlehong, 1434

PHONE

0618187972

Languages

English

Fluent

IsiZulu

Native

Afrikaans

Beginner

Skills

Telemarketing: Advanced level

Telesales: Advanced level

Merchandiser: Advanced level

Call center agent:

Advanced level

Microsoft office:

Advanced level

Computer literacy:

Advanced level



CERTIFICATE

OF ACHIEVEMENT



This is to certify that

Nqobile Ngobeni

Nqobilengobeni72@gmail.com

has successfully completed the course

Microsoft Digital Literacy Productivity Programmes: Consolidated Certificate

MS Word - MS PowerPoint - MS Excel - MS Access -

offered by Microsoft Thint'iMillion - <https://thintimillion.co.za> on November 28, 2021.

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Skills Excel Training Institute

Certificate of Achievement

This is to certify that

Ngobeni Ngobile Innocent

0101205780089

Was awarded the certificate of Achievement

in

CALL CENTRE

20/12/2021

After Successfully Completing An Intensive and Practical Training In The Following:-

INBOUND CALL CENTRE

- Telephone Etiquette
- Communication Skills
- Interview Techniques
- Customer Service
- Orientation
- Interpersonal Skills
- Anger Management
- Ability To Work Under Pressure
- Conflict Resolution Skills

- Word Processing
- Typing Skills

Accreditation

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committed to skills development

2019/07/0027

OUTBOUND CALL CENTRE

- Telesales Skills
- Tele Marketing
- Debt Collection
- Time Management
- Negotiation & Assertiveness Skills
- Questioning & Listening Skills
- Ability To Work Under Pressure
- Conflict Resolution Skills

Program Manager

Skills Excel Training Institute(Pty)Ltd

Principal



Certificate No: SET01/537/21