

Boitumelo Sempe

B p o l s c i G r a d u a t e

Personal Information

Date of Birth:
8 June 1991

Address:
*17 Tlotli Flats
Unit 3
Mmabatho
2745*

Phone:
072 600 5104

E-mail:
bshakex@gmail.com

Languages:
*English, Tswana, Sesotho and
French for beginners*

Driver's license:
Code 8 and own transport

Social
LinkedIn address:
www.linkedin.com/in/boitumelo-sempe-525b2baa

Employment

09/2015-09/2016

Department of Labour- Compensation Fund

Customer Care Agent:

- Provide quality service to clients, according to company policies.
- Deal with all the types of queries relating to the Fund.
- Log all queries to the system according to requirements.
- Investigate queries, resolve and provide feedback to clients within a reasonable time specified in the policies and procedures.
- Comply with quality control standards.
- Liaise with clients/stakeholders to ensure consistent customer satisfaction.
- Report any critical service delivery problems to Management.
- Work closely with Operations Admin to maintain high quality customer service.

Education

2011-2014

University of Pretoria

-Bachelor of Political Sciences in International Relations

2004-2010

International School of South Africa (ISSA)

-Cambridge Advanced Level -2010
-Cambridge Advanced Subsidiary Level- 2009

Professional Skills

MS Word; MS Excel; MS Power Point; SAP Financial system

About Me

My long term ambition involves working in diplomatic agencies & institutions where I can contribute to South Africa's relations with the global economy and society as a whole.

I have excellent verbal and non-verbal communication skills which served me well as customer care agent working in a high pressure environment at the call centre and walk-in centre at the Compensation Fund.

I work very well in teams and I'm eager to learn new tasks and skills quickly.

Education Information

University of Pretoria

Course Name:	Bachelors of Political Sciences in International Studies
Modules Completed:	International Relations; Political Science; Sociology; Economics; History; Philosophy; Research; French 101.

International School of South Africa

Highest Grade Passed:	Cambridge Advanced Level. Completed in 2010
Subjects Completed:	-Advanced Level in Geography; Business Studies; English language and Literature in English. -Advanced Subsidiary level in Business Studies, Geography, English literature, English Language and Economics.

References

- Ms. Higa (Supervisor: Department of Labour Compensation Fund, Customer Care)
-Tel: 012 319-9111 ext. 4605 or 083 689 4944
- Mrs. Gabrielle (Teacher at the International School of South Africa)
-Tel: 018 381 1102
- Mr. Masukela (Director: Intergovernmental Relations Free State Provincial Government)
-Tel: 051 407 6795