



From Eswatini

SITHANDO PHEPHILE ZWANE

HOSPITALITY, MANAGEMENT, MARKETING & CUSTOMER SERVICE OFFICER

CONTACTS



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ABOUT ME



A highly motivated, goal-driven, and assertive woman with organizational and responsible traits that enable an ability to work with professionalism and diligence at all times. 4+ years of experience working with MTN Eswatini and I am looking for an opportunity to grow professionally and sharpen my skills in marketing and sales, public relations, and customer care in the organization.

SKILLS



- Customer Services Skills
- Digital Marketing Skills
- Computer Skills
- Data Analysis Skills
- Critical thinking and problem solving skills
- Ability to Multitask
- Effective Time Management skills
- Ability to Work in a Team
- Strong Communication Skills

REFERENCES



- VELI CHESTER**
MTN Eswatini - Supervisor

Phone Number (+268) 7606 0286
Email velichester@mtn.com
- MS. THEMBEKA MAGAGULA**
MTN Eswatini

Phone Number (+268) 7606 0948
Email thembekagagula@mtn.com
- SIBONGILE ZONDI**
NDZ

Phone Number (+268) 7604 1587
Email Sibongilezondo@ndzacorporate.co.sz

WORK EXPERIENCE



- MAR 2019

PRESENT

MTN ESWATINI
Back Office Consultant | Zulwini
 - Resolved escalated issues from the floor.
 - Logged tickets and resolved customer queries on Whatsapp, SMS1010, and feedback.
 - Compiled periodical reports for management.
 - Performed the IVR test, *922#, and reporting.
- MAR 2017

FEB 2019

CUSTOMER SERVICE CONSULTANT
MTN Eswatin | Zulwini
 - Generated customer interest in the services or products offered by the company.
 - Ensured feedback from the customer to further improve customer services.
 - Attended incoming calls, responded to customer questions, and resolved customer complaints.
 - Identified and reported escalated issues to supervisors, the back office team, mobile money/VTU Cluster, networking team, and other departments.

EDUCATION



- ADVANCED DIPLOMA IN MANAGEMENT**
Regent Business school | Manzini
- 2016

ASSOCIATE DEGREE IN HOTEL MANAGEMENT
Limkokwing University of Creative Technology - Eswatini | Mbabane

LANGUAGES



INTERNSHIP



- FEB 2016

MAY 2016

INTERN
Swaziland National Trust Commission | Lobamba

Used telephone and verified reservations and responded to consumer questions and requests.
Received visitors, and guests and outlined the services provided.
Assisted with Eswatini cultural and historical knowledge for guests (tour guiding).
Completed guests reservation sheets, visitor registration forms, and cash-up slips.

PERSONAL DETAILS



- Date of birth

10 Dec 1991
- Nationality

Liswati