

# **Ntokozo Mahlangu**

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Location: South Africa

## **PROFILE**

Reliable and motivated individual applying for an entry-level Call Center position.  
I have good communication skills and enjoy working with computers.  
I like assisting people and solving basic problems.  
I am confident speaking to customers and can follow instructions.  
I am willing to learn new systems and grow in a call center environment.  
Currently awaiting Grade 12 (Matric) results.

## **CORE SKILLS**

- Customer Service
- Clear Communication
- Active Listening
- Basic Computer Skills
- Call Handling
- Problem Solving
- Time Management
- Teamwork
- Professional Attitude

## **WORK EXPERIENCE**

Entry-Level Candidate  
No formal work experience yet.  
- Comfortable assisting customers with questions  
- Able to communicate clearly and politely  
- Willing to work shifts and meet targets  
- Positive attitude and good work ethic

## **EDUCATION**

Phandimfundo Secondary School  
Grade 11 Completed  
Grade 12 (Matric) – Results Pending (2025)

## **INTERESTS**

Computers and technology  
Helping people  
Learning new systems

## **REFERENCES**

Available upon request