

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