

# 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