

Ntokozo Mahlangu

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PROFILE

Motivated and customer-focused individual seeking an entry-level Call Center role. I have strong communication skills, a good interest in computers, and enjoy assisting people with solutions. I am confident using basic computer systems, learn quickly, and remain calm and professional when dealing with customers. Currently awaiting Grade 12 (Matric) results.

CORE SKILLS

Customer Service
Basic Computer Skills
Call Handling

Clear Communication
Problem Solving
Teamwork

Active Listening
Time Management
Professional Attitude

WORK EXPERIENCE

Entry-Level / No Formal Experience

Actively seeking an opportunity to gain hands-on experience in a call center environment.

- Assisting people with questions and basic problem solving
- Communicating clearly and respectfully
- Following instructions and procedures
- Willing to work shifts and meet performance targets

EDUCATION

Grade 11 Completed

Grade 12 (Matric) – Results Pending (2025)

INTERESTS

Computers and technology, assisting people, learning new systems, customer interaction

REFERENCES

Available upon request