

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

Clear Communication

Active Listening

Basic Computer Skills

Problem Solving

Time Management

Call Handling

Teamwork

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