

# Ntokozo Mahlangu

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## PROFILE

Reliable and motivated individual seeking an entry-level Call Center position. I have good communication skills, enjoy working with computers, and like assisting people. I am confident speaking to customers, able to follow instructions, and willing to learn new systems. 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 performance 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