

# TONY NTOKOZO MAHLANGU

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 Gauteng, South Africa

## PROFESSIONAL PROFILE

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Motivated and target-driven junior sales and customer service candidate seeking an opportunity in Call Centre, Telesales, or Entry-Level Sales. Strong communicator with confidence in outbound calling, customer engagement, and handling objections. Eager to learn, coachable, and committed to achieving performance targets.

## KEY SKILLS

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- Outbound & inbound calling
- Cold calling and lead engagement
- Customer service & relationship building
- Clear verbal communication
- Handling objections professionally
- Following scripts and sales processes
- Target-driven and performance-focused
- Basic computer literacy & data capturing

## SALES & WORK READINESS COMPETENCIES

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- Comfortable working with daily and monthly targets
- Resilient to rejection and pressure
- Professional telephone etiquette
- Willing to work shifts, weekends, and overtime
- Accepts coaching and continuous feedback
- Punctual, reliable, and disciplined

## EDUCATION

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### Post-Matric Diploma

Completed – Certificate pending (expected March)

### National Senior Certificate (Matric)

Phandimfundo Secondary School – Completed 2025

## LANGUAGES

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- English – Fluent
- IsiZulu – Fluent

## ADDITIONAL INFORMATION

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- Immediately available
- Willing to travel for work opportunities
- Strong interest in sales and customer-facing roles

## REFERENCES

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Available upon request