

Email: ThokozaniDlamini46@yahoo.com

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**Personal
Information**

Marital status: Single

Nationality: South Africa

Identity number: 8211145857087

Education

High School Attended: Jeppe high school for boys.

Subjects: English, Afrikaans, Business Economics,
Computer studies ,economics ,biology &mercantile law

Language

Afrikaans (read, speak & write)

English (read, speak & write)

Isizulu (read, speak & write)

Tsonga (speak &read)

Sotho (read,speak & write)

Venda (speak)

**Professional
experience**

First National Bank

Card Services

Job Description:

Duties not included in job description below:

- Administration
- Query resolution
- Card embossing correction for department
- Logistics management for card delivery

**Professional
experience**

Department:

Clicks credit card

Job Description:

Call Center Consultant

Resolving Queries promptly

Authorizations on credit cards

Reversing authorizations on credit cards

Applying extensive product knowledge

Responsible for the teams stats

Administrator

Coaching

Provide support and guidance to new and less experience

Consultants

Training

Performance Management

Financial Awareness

Customer Care

Hogan Data Entry

Money laundering awareness

Skills

Fais N FICA

- Customer Skills
- Computer Literate
- Excellent Organizational skill
- Telephone Etiquette

Professional experience

Administration clerk

- Display & Apply extensive knowledge of the products
- Resolve Queries Promptly (Administrator)
- Data Capturing
- Issuing of results/ Invoicing statements
- Consulting with clients on a personal level (face-to-face)

Skills

- Ability to delegate and be delegated too
- Time management
- Crisis management
- Numeracy and linguistics
- Bathu pili principles

References

FIRST NATIONAL BANK (CARD SERVICES)

Ntombi Manyoni : 011 3712111

Department of health and social services

Nomkhosi Mosala : 0116221245

Discovery Credit card (sales)

011 529 2888