Apartment number 25 Hillside

Commissioner and Landrost Street

Vryheid 3100

Ms Zinhle F Mhlamvu Zinhlemhlamvu@yahoo.com

+2778 6854558

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| --- |
| **Nationality**  South African  **Identity number**  8606181322088  **Languages**  English  IsiZulu  **Sex**  Female  **Date of birth**  18/06/86  **Computer literacy**  Ms Word  Ms Excel  Ms Power point  Ms Excess  Ms Outlook |

**Objective**

I am an ambitious, hardworking individual with a bubbly personality. I'm a hard worker and I always strive to do my best. I have an overall of 4 years working experience in call centre and Bank Consulting. I am self-motivated and I have leadership qualities.

**Education**

**Matriculation year 2005: Merebank Secondary School**

English (SG), Geography (S.G), Zulu (HG), Biology (SG) Travel & Tourism (SG), Home Economics (SG)

**Currently registered with Unisa to study Public Relations**

**Experience**

-Telemarketing

-Debt collection

- Consulting and Marketing

**COMPANY NAME – BBS Telemarketing : June 2006 –november 2006**

**DUTIES – telemarketing**

* Marketing insurance

**COMPANY NAME - JDG Trading Call Centre – August 2007 –August 2010**

**DUTIES –Call centre agent**

* Debt collections
* Data Cleansing

**COMPANY NAME - First National Bank – September 2010 – To Date**

**DUTIES –Sales and Marketing Consultant**

* Building and securing a client base with huge organization in the area
* Motivating our sales team to remain ambitious and have the desire for achieving goals
* Working together as a team to achieve targets
* Meeting allocated targets
* Securing Presentations
* Competitor analysis
* Internal and External Marketing
* Doing Referrals and Telemarketing
* Issuing Accounts, Funeral Covers and Loans
* Road Shows
* Daily Scheduling and setting appointments
* Brainstorming Tactical Plans
* Handling Customer Complaints
* Collections
* Training Trainee Consultants
* Doing presentations

**REFERENCES**

Mrs Vannessa Govender

Company name – JDG Trading

Position – Supervisor

Contact details: (031) 5375606

Mr Troy Gaysman

Company Name-FNB

Position- Branch Manager

Contact details: 076 075 8333

Email:tgaysman@fnb.co.za