**THATO KENEILWE KHUMALO**

Room 509

37 Perspectives

Roeland Street

Cape Town

8000

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**EDUCATION**

**Cape Peninsula University of Technology, Cape Town, Western Cape, South Africa**

**National Diploma: Financial Informatics Systems,** completed December 2010; Major: Information Systems 3, Financial Accounting 3, Taxation, Software Skills 2, Cost and Management Accounting 3, Auditing 3

**National Higher Certificate in Accounting**, Completed December 2007 Major: Financial Accounting, Internal Auditing, Cost Accounting, Taxation, Software Skills, Business Calculation, Commercial Law for Accountants, Entrepreneurship Skills, Business Information Systems

**Herman Thebe High School, Rustenburg, North West Province, South Africa**

**National Senior Certificate (Matric/Grade 12)**: Completed November 2004 Major: English, Afrikaans, Setswana, Accounting, Business Economics, Travel and Tourism, Mathematics

**EXPERIENCE**

*01 April 2011 – 16 August 2011* ***Sanlam***

*Sales Consultant*

* Call prospects to make a sales pitch or presentation.
* Contact customers periodically to inform them of promotional events.
* Respond to questions about the merchandise and to help customers place orders.
* Keep records of their activities, such as the number of calls they make and the number of sales.
* Handle customer questions or problems.
* Resolve customer problems as quickly as possible to satisfy the customer.
* Maintain records of customers in their database or files.

*05 November 2010 – 30 March 2011* **Informage Rims**

*Office Administrator*

* Assists office staff in maintaining files and databases
* Prepares reports, presentations, memorandums, proposals and correspondence
* Assigns jobs and duties to office staff as needed
* Monitors office operations
* Schedules appointments and meetings for executives and upper level staff
* Serves as the go-to for office inquiries and conflicts
* Manages staff schedules
* Tracks office supply inventory and approves supply orders
* Assists in the preparation of department budgets and expenses
* Supervises all administrative personnel

*04 October 2010 – 05 November 2010* **Standard Bank (Banking Division)**

*Teller*

* receive and count working cash at beginning of shift
* identify customers, validate and cash checks
* accept cash and checks for deposit and check accuracy of deposit slip
* process cash withdrawals
* perform specialized tasks such as preparing cashier's checks, personal money orders, issuing traveler's checks and exchanging foreign currency
* perform services for customers such as ordering bank cards and checks
* receive and verify loan payments, mortgage payments and utility bill payments
* record all transactions promptly, accurately and in compliance with bank procedures
* balance currency, cash and checks in cash drawer at end of each shift
* attempt to resolve issues and problems with customer's accounts

*01 October 2007 – 14 December 2008* **Outsourcing 360 (Customer Service Division)**

*Call Centre Consultant*

* Call prospects to make a sales pitch or presentation.
* Contact customers periodically to inform them of promotional events.
* Respond to questions about the merchandise and to help customers place orders.
* Keep records of their activities, such as the number of calls they make and the number of sales.
* Handle customer questions or problems.
* Resolve customer problems as quickly as possible to satisfy the customer.
* Maintain records of customers in their database or files.

**COMPUTER SKILLS AND LANGUAGE SKILLS**

Microsoft Excel, Microsoft Word, Microsoft Power Point, E-mail and Internet, PastelAccounting, Microsoft Visual Audio.

English, Setswana, IsiZulu, Xhosa and Afrikaans.

**STRENGTH AND ABILITIES**

* strong numerical ability
* good listening and communication skills
* customer service orientation
* accuracy and attention to detail
* problem solving
* honesty and integrity
* judgment
* stress tolerance
* adaptability

**REFERENCES**

**Mr O H Benedict**

**Cape Peninsula University of Technology**

Faculty of Business: Lecture

Contact No: 021 460 3283

Cellphone: 072 374 4652

Email: [benedicth@cput.ac.za](mailto:benedicth@cput.ac.za)

**Mr Irishaan Ismail**

**Outsourcing 360**

Night Shift Manager

Cell: 076 782 5110

**Mr. Mika Rubuxa:**

**Sanlam Direct**

**Quality Assessor**

Cell Phone: 082 214 4444

Telephone number: 021 947 2601

**Mr. Simon Zitha: Manager Contact:**

**Infomage RIMS**

Manager

Cell Phone: 083 731 0131

Telephone number: 011 886 2727

**Mr. Sidwell Beba**

**Mzanzi Outsourcing**

**Quality Assessor**

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I, Thato Khumalo, hereby state that the above-mentioned facts are true and reliable.