**CIRRICULUM VITAE**

THEMBISILE MALEKE

ADDRESS : 1058C MLANGENI STREET

WHITE CITY JABAVU

SOWETO

1868

ID NO : 8211300711087

EMAIL ADDRESS : [thembimaleke@gmail.com](mailto:thembimaleke@gmail.com) /

[Thembisile.Maleke@bayport.co.za](mailto:Thembisile.Maleke@bayport.co.za) .

CONTACT NUMBERS : 078 427 9313 (W) 0861 456 456 (H) 011 984 3315

**EDUCATION HISTORY**

COLLEGE ATTENDED : IQ ACEDEMY

COURSE : MARKETING MANAGEMENT

YEAR : 2010 TILL PRESENT

COLLEGE ATTENDED : DONSONVILLE COLLEGE

COURSE : COMPUTER AND MICROSFT 2000

MS WORD 2000

MS EXCELL 2000

MS ACCESS 2000

MS POERPOINT 2000 & E MAIL

SCHOOL ATTENDED : LANCEA VALE SECONDARY SCHOOL

YEAR : 2002

COURSE : MATRIC

SUBJECTS : ENGLISH

AFRIKAANS

BIOLOGY

HISTORY

BUSINESS ECONOMICS

HOME ECONOMICS

**EMPLOYMENT HISTORY**

CURRENT : BAYPORT FINANCIAL SERVICES

DUTIES : QUALITY ASSURANCE ANALYST

EVALUATING LOAN PROCESSING

DEPT, INVISTIGATE THE PROBLEM

ISSUES,LISTENING TO CALLS CHECKING QUALITY

FOLLOWING COMPANY CREDIT POLICY&

REQUIREMENTS ,COACHING AGENTS,ISSUE

FEEDBACK TO TEAMLEADERS

DUTIES : ACTING TEAM LEADER FOR CREDIT ASSESSOR

PROCESSING DEPT

QUALITY CONTROLLER CELLULAR PROCESSING

ASSIST – ACCOUNT VERIFICATION

ASSIST – EMPLOYMENT CONFIRMATION

ASSIST XDS

TEAM LEADER – DATA CAPTURERS

BRANCH LASION OFFICER

QUALITY CONTROLLER (CELLULAR)

CONFIRMATION OF EMPLOYMENT, BROKER

SUPPORT

REFERENCE : YOLANDA HATTINGH (QA- 079 058 1523)

REFERENCE : PAUL ROYEPPEN ( ASSESSMENT - 073 327 5025)

COMPANY : CELL C COMMUNICATION PTY LTD

DUTIES : CUSTOMER CARE CONSLUTANT

BILLING DEPARTMENT

ASSISTING & UPDATING CLIENT DETAILS AND

CHECK THE PRODUCT IS CORRECT

TECHNICAL ISSUES

REFERENCE : KAMO DUBE ( 084 777 2116)

EMPLOYMENT PERIOD : 2005

REASON FOR LEAVING : CONTRACT EXPIRED

COMPANY : COMPUTER SHARE (OLD MUTUAL)

DUTIES : CUSTOMER CARE CONSULTANT

SELLING SHARES AND DIVIDENDS

CHECKING CLIENT SHARE UPDATE & CHECK SHARE RATE

BILLING INFORMATION

REFERENCE : RUDY VILJOEN (086 506 070)

EMPLOYMENT PERIOD : 2004

REASON FOR LEAVING : CONTRACT EXPIRED

COMPANY : DIMESION DATA

DUTIES : CUSTOMER CARE CONSULTANT

SELLING INTERNET PRODUCT

INTERNET BROAD BAND

BILLING INFORMATION

TECHNICAL ISSUES

REFERENCE : ROXZANNE (011 384 4386)

EMPLOYMENT PERIOD : 2003

REASON FOR LEAVING : CONTRACT EXPIRED