

# NASIPHI NGCOBOZI

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## PROFESSIONAL SUMMARY

I have done programming and specialised in systems development, in 2016 which was the last year of my degree I was involved in project where we build an online voting system. I have basic background of Web design. I have experience that is more than 2 years in customer service. I have done Microsoft certification. I have done training/ facilitation certificates also have experience on training field.

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## EXPERIENCE

### **CUSTOMER SERVICE REPRESENTATIVE** 10/2022 to 05/2023

**Webhelp**, Cape Town, South Africa

- Provided primary customer support to internal and external customers
- Maintained customer satisfaction with forward- thinking strategies focused on addressing customer needs and resolving concerns
- Clarified customer issues and determined root cause of problems to resolve product or service complaints
- Answered customer telephone calls promptly to avoid on-hold wait times.

### **CUSTOMER SERVICE REPRESENTATIVE** 06/2022 to 09/2022

**Vodacom**, Cape Town, South Africa

- To monitor, track and coordinate all Technical department functions including tickets, calls, complaints and mail queries from customers.
- Ensure that customers are informed as to the progress of queries logged but not resolved.
- Ensure that the customers are called, and the resolution is confirmed before queries are closed.

### **FACILATITION / TRAINING** 06/2020 to 12/2023

**Usapho Loluhle**, East London

- Planning and creating the lesson plan
- Task management, motivating learners and managing the emotional culture of the group
- Monitoring and assessing portfolios.

### **STUDENT** 02/2021 to 02/2022

**Netcampus**, Cape Town, Soth Africa

- Life or soft skills
- End User Training
- Microsoft Teams MS 100
- Microsoft 365 Fundamentals MS 900
- Windows 10 MD 100
- Modern desktop Technician MD 101
- Service Desk Analysis SDA
- Microsoft Azure Fundamentals AZ 900
- Microsoft Administrator AZ 104

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**CORE  
QUALIFICATIONS**

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| <ul style="list-style-type: none"><li>• C#</li><li>• C++</li><li>• Java Scrip</li><li>• HTML</li><li>• PhP</li><li>• Life/Soft Skills</li></ul> | <ul style="list-style-type: none"><li>• End User Training</li><li>• Microsoft Teams MS 700</li><li>• Microsoft 365 Fundamentals</li><li>• MS 900</li><li>• Windows 10 MD 100</li><li>• Modern Desktop</li></ul> | <ul style="list-style-type: none"><li>• Technician MD 101</li><li>• SDA - Service Desk Analyst</li><li>• Microsoft Azure Fundamentals AZ 900</li><li>• Administrator AZ 104</li></ul> |
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**EDUCATION****Nozuko Senior Secondary School**

**Grade 12**, Physical Science, Life Science, Mathematics, Geography, 2012

**Richfield Institute of Technology**, Durban

**BSc IT: BSc**, IT, 2017

Modules : Artificial Intelligence 700, Computer Security700, IT Project Management 731, Programming 731, Programming 741, Software Engineering Management 700, Data Warehousing & Data Mining Modules : IT Group Project 732, Programming 732, Programming 742 Research Methodology 800, Work Integrated Learning 700