**Professional Summary of P.NGUBANE**

**Name:** Patricia

**Surname:** NGUBANE

**Identity No:** 790510 0788 085

**Mobile No:** 083 721 6809 / 083 895 2784

**Driving Licence: Learners** Code C1 (Code 10)

**E-mail Address: patrinelisiwe@gmail.com**

**CAREER AIM -** Seeking an opportunity where I can add value to the corporate objectives by my contributing my experience and knowledge whilst seeking avenues to grow professionally

# EDUCATION

# Information & Communication Technology (CERTIFICATE): PC Training & Business College– (2003)

* Communication Fundamentals  Microsoft PowerPoint
* Numeracy Fundamentals  Microsoft Access
* Information Communication  Internet and Email

Technology

 Project Management

* Microsoft Word
* Microsoft Excel

# Mzuvele High School: – Matric Senior Certificate (2020)

* English  Biology
* Afrikaans  Business Studies
* IsiZulu  Mathematics
* Geography

## WORK EXPERIENCE

# 04/ 2019 to 11/ 2021: Industrial Cleaner Coca Cola Beverage South Africa (Durban)

* Maintained strict confidentiality of all tasks executed
* Trustworthy, helpful and attentive Cleaner with 2+ years’ progressive experience in cleaning and sanitation arena
* Proven track record of following safety rules and regulations
* Hands-on experience in damping mop or cleaning any spillage
* Proficient in hand dusting and wipe cleaning all kinds of furniture
* Able to keep slop sink rooms in a clean and orderly condition
* A keen observer who is competent at quickly removing all stains, marks and smudges from vertical surfaces

**10/ 2009 to 04/ 2019**: Service Desk Consultant **Truworths (Bridge City Mall) (Durban)**

* Maintained strict confidentiality of all tasks executed
* Accurately updating customers' information
* Achieved the highest customer service ratings at the company after the initial 6 months of work.
* Handle upset clients successfully.
* Respond to incoming calls from clients and policymakers and handle their queries and complaints.
* Compile and maintain data accounts for each client and update them regularly.

**Professional Summary of P.NGUBANE**

* Build new partnerships with clients and extended the existing ones to take the business sales to the next level.

# 01/2007 to 10/2009: Administration Clerk Biotech SA

* Answer the telephone, screen calls and direct to the staff take down and relay messages for office staff
* Provided assistance to the accounting department by creating and organizing timesheets and administering payrolls.
* Maintained manual and computerized management information systems.
* Assisted in the preparation of annual expenditure estimates.
* Created and administered employment agreements.
* Maintained leave management systems.
* Oversaw the repair and maintenance needs of the company.
* Created and maintained meaningful relations with vendors and suppliers.

## Other Skills

* Ms Office **(Internet, Excel, Access, PowerPoint, Word, Outlook)**
* Administrative Skills – sound organising and administrative ability
* Research, writing skills;
* Negotiation/dispute resolution skills
* Excellent presentation, interpersonal & communications skills - both written & oral.

## REFERENCES

Lazarus Thobela: Manager **Truworths (Bridge City Mall)**

031 503 3052

Mrs G Samuel: Managing Director**– (Biotech SA)**

Tel: 031 538 400

Jerome :**Managing Director (Coca Cola Beverage South Africa)** Tel: 031 508 2190