

Penelope Nduli

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Experience

- Advance connects (Remote)** April 2022 - August 2023
Appointment setter/ Telemarketer
 - Calling clients to close and book appointments for the sales team
 - Maintaining a daily log of all emails submitted and received
 - Enter data from a variety of sources into CRM
 - Format and clean data
 - Data cleansing
 - Generate reports
 - Other administrative tasks as required
- Xiaomi Technologies** December 2019 - August 2022
Brand specialist
 - Introduction of the brand to new and existing client base.
 - Daily reporting on sales activities and stock on hand.
 - Up-selling and cross-selling
 - Ensuring a positive image is created in order to lead customers to believe in the brand.
 - Establish and maintain customer relationships for a lifetime dialogue.
 - Retain existing consumers through excellent support and high satisfaction levels.
 - Recruit new customers through direct selling approaches and follow-up on leads
 - Related office and administration duties to complete customer care activities on CRM.
- Vodacom** March 2018 - June 2020
Sales Consultant
 - Serve customers professionally through telephone or in person in order to achieve customer satisfaction, generate revenue and take all possible measures to avoid loss of revenue
 - Assisting with new and upgrading of new contracts.
 - Assisting clients to choose their preferred brand of phone.
 - Taking care of back office admin when needed.
 - Setting up promotional tables and POSM whenever there's promotions.

Education

- MSC Business College** 2012
Information Technology (System Development)
Certificate
- Ekukhanyeni Combined Mission School** 2009
Grade 12
Matric

Skills

- Excellent verbal and written communication skills
- Great Team player
- Highly motivated
- Computer skills
- Enthusiastic, energetic and creative
- Well organised
- Developing strong relationships with clients
- Good Telephone etiquette and manners
- Active listening
- Proficient in Microsoft Office and CRM

Reference

- **Miss Ntobeko Khumalo - Xiaomi Technologies**
Area Manager
+27 68 145 5161
- **Mr Brian - Vodacom**
Manager
+27 7323 85417