

CURRICULUM VITAE Of NOMZAMA NTOMBIFUTHI MASIZANA

PERSONAL DETAILS

Names : Nomzamo Ntombifuthi
Surname : Masizana
Date of Birth : 02 September 1996
Id Number : 960902 0078 084
Gender : Female
Nationality : South African
Ethnic Group : African
Home Language : Xhosa
Other Languages : English, Zulu, Tswana
License : C1
Availability : Immediately

CONTACT DETAILS

Contact Number : 084 271 6995
Alternative Number : 063 346 8103
Email address : masizananomzamo@gmail.com

PROFESSIONAL PROFILE

I am highly organized, dedicated, and focused individual. I excel at remaining calm in difficult situations as demonstrated by my voluntary experience for a pre-primary school. Adaptability and listening skills have always been key as I have been working in different sectors and environments. Proficient in problem solving potential obstacles in short time frames to assist clients and co-workers.

SKILLS

- Microsoft Office (Word, Excel, PowerPoint & Outlook)
- Project Management
- Strong Communication Skills
- Team Leadership

STRENGTHS

- Ability to work and interact with personnel from diverse backgrounds
- Ability to lead and guide a team of more than 5 people including personnel on same level as me
- Adaptability to change and environments
- Capability to build trust and credibility with superiors and subordinates
- Work well in a team and as well an individual
- Well organized
- Mentorship skills

CAREER HISTORY

COMPANY: Pines Resort Chimp & Zee (Rope adventure Park) (Krugersdorp)

POSITION: Guide

Responsibilities

- To Ensure each guest experience is fulfilled in a professional and safe manner
- Assisting the clients to put on harness, etc.
- Making sure safety equipment is looked after and is in good working order
- Help with administration

COMPANY: Pines Resort Water Park (Krugersdorp)

POSITION: Customer Assistant

Responsibilities

- Meeting and greet clients and making them feel welcome
- Scanning and printing client's tickets for them to gain entry
- Handling the cash register, card machine facilities and front house computer
- Assisting clients with putting their bands on for them to access water park facilities

COMPANY: Sibo's Internet Café (Randfontein)

POSITION: Customer Assistant

RESPONSIBILITIES

- Managing the front shop area independently
- Assisting customers with printing, laminating, Scanning, e-mailing, and Faxing.
- Typing up documents and editing existing documents on Word, Excel, PowerPoint, etc
- Record Keeping and data capturing

COMPANY: PRA Promoters

Position: Promoter (Old Mutual Money account, Sprite)

Responsibilities

- Demonstrate and Provide information products and services for various brands and companies
- Showing potential customers how a product or service works
- Answer questions and aim to convince customers to buy a product or service

COMPANY: Baker's Pies

POSITION: Promoter

Responsibilities

- Distribute pie samples to potential customers
- Offer potential customers pies at reasonable prices
- Demonstrating and provide information in the promoted product

COMPANY: Rage Retail (Clearwater)

POSITION: Casual Worker

Responsibilities

- Greeting and serving customers as they enter the store
- Advising and assisting customers
- Handling complaints or forwarding issues to the manager on duty
- Replenishing the supply of stock on the shelves

COMPANY: Mohlakeng Pre-Primary School (Randfontein)

POSITION: Volunteer

Responsibilities

- Listen to Children, offering comfort and resolving minor spats and squabbles
- Help with preparation, serving and cleanup of snacks or meals
- Assist with age-appropriate activities and helping the children with arts and crafts, reading, writing, dancing, and playing games
- Ensure all toys and equipment are safe, clean and in good working order.
- To report problems to supervisors or maintenance personnel

COMPANY: Dash BPO

POSITION: Call Centre Agent

Responsibilities

- Receive calls at the call center from customers
- Answer questions to the customer
- Receive complaints and troubleshoot (Both Product and service issues to attempt to find a solution)

EDUCATION

Year: 2017

Call Centre Operation

Boston City Campus

Year: 2013

Matric

Randfontein Secondary School

CONTACT REFERENCE

Name : Sindy Funnel (Pines Resort Chimp & Zee)
Position ; Manager
Contact Number : 082 556 9432

Name : Geoff Funnel (Pines Resort Water Park)
Position : Manager
Contact Number : 082 556 1636

Name : Sibongile Mabasa (Sibo's Internet Café)
Position : Manager
Contact Number : 081 246 9205

Name : Bonnie Mackay (PRA Promoters)
Position : Manger
Contact Number : 061 290 4439

Name : Michael (Baker's Pies)
Position : Manager
Contact Number : 082 887 3246

Name : Roseline (Rage Retail)
Position : Manager
Contact Number : 084 533 5163

Name : Mantshe (Mohlakeng Pre-Primary School)
Position : Volunteer
Contact Number : 072 956 0098

Name : Kgabile Nthako
Position : Supervisor
Contact Number : 063 686 1366