

QAQAMBA NTABA

Information Technology Learnership Programme

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I have a well-rounded background that brings together customer service, data accuracy, and administrative coordination. I started out in a call center, where I built strong communication skills and learned how to connect with people. From there, I moved into data capturing, where I focused on being precise and efficient. I also supported teams with administrative tasks and helped track projects to keep everything running smoothly. This experience has allowed me to blend my customer service skills with my attention to detail, ensuring that operations run efficiently and smoothly.

SKILLS

- EPWP Data Capturer
- AWS Cloud Practitioner
- Administrative Support
- Call Centre Agent

PROFESSIONAL EXPERIENCE

Goodwood Traffic Department , EPWP Data Capturer | Cape town SA | May 2022 - September 2022

- Served as a Data Capturer at the Traffic Department
- Cataloged accident reports from multiple locations in the Northern suburbs
- Accurately entered and documented critical incident information
- Ensured completeness and accuracy of records for official reporting
- Collaborated with a team to maintain organized and up-to-date databases

WNS Global Services SA (Pty) Ltd, Call Centre Agent | Cape Town| October 2021 – February 2022

- Provided exceptional customer service via phone, email, and live chat
- Handled high volumes of inbound customer inquiries professionally and efficiently
- Made outbound calls for follow-ups, surveys, and resolving complex issues
- Troubleshoot and resolved customer problems, ensuring timely and satisfactory outcomes
- Used internal resources and knowledge base to deliver accurate information and solutions
- Maintained strong product knowledge to effectively assist customers
- Stayed up to date on product features and updates to provide informed support

SUMMARY OF ACHIEVEMENTS

- Experience across call center operations, data capturing, administrative support.
- Started career in a call center, developing strong communication and customer service skills
Assisted customers with inquiries, complaints, and service requests
- Worked as a Data Capturing Specialist, managing large volumes of data with accuracy and efficiency
- Completed AWS Cloud Practitioner course and certification (July–August 2024)
- Gained foundational knowledge of cloud computing, AWS services, and security practices

EDUCATION

Tourism Management Certificate | Northlink College | Cape Town | July 2019 – June 2021

REFERENCES

Available upon request.