

# Mohube Tumisho Makgeru

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Portfolio Website: <https://guileless-raindrop-d054bf.netlify.app>

## EDUCATION

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### Zero To Mastery Developer Bootcamp

This bootcamp, conducted online, focused on web development. It provided a comprehensive foundation in web technologies and tools.

Online Bootcamp

Web development

July 2023 – September 2023

- HTML5: Proficiency in creating structured web content.
- CSS3: Expertise in styling and layout for web pages.
- JavaScript: Competence in programming for interactive web elements.
- Bootstrap: Skill in using the Bootstrap framework for responsive web design.
- Git/GitHub: Knowledge of version control for collaborative coding.
- Visual Studio Code: Proficiency in using this popular code editor for web development.

### HyperionDev Full Stack Web Developer Bootcamp

This online bootcamp delved into full-stack web development, providing a more advanced and comprehensive education in this field.

Online Bootcamp

Full – Stack Web development

September 2023 – March 2024

- Bootstrap: Further experience in using the Bootstrap framework for enhanced web design.
- Asynchronous Programming: Proficiency in writing asynchronous code to handle concurrent operations.
- Object-Oriented Programming: Mastery of OOP principles for efficient software design.
- DOM Manipulation and Data Structures: Expertise in manipulating the Document Object Model and implementing data structures for web applications.
- MongoDB: Competence in using this NoSQL database for data storage.
- Express.js and Next.js: Skill in creating robust web applications with these frameworks.
- Node.js: Proficiency in server-side JavaScript development.
- React and Redux: Advanced understanding of building interactive user interfaces and state management in web applications using React and Redux.

January 2017 – December 2020

- Distinguished role as the Co-Leader of the Student Council.
- Served as the 1st Head Boy, demonstrating leadership and responsibility within the school community.
- Excelled as the Captain of Athletics and Touch Rugby, showcasing strong teamwork and sportsmanship.
- Actively participated in extracurricular activities, including the Debate Club, Choir, and Soccer, contributing to a well-rounded educational experience.

## PROFESSIONAL EXPERIENCE

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Lakefield Pharmacy

Benoni, Boksburg, South Africa

[Administration Assistant](#) Dec 2020 – Jan 2021

- Efficiently managed incoming invoices by verifying and calculating final amounts, followed by meticulous organization through stapling and filing. My role also included taking record of stock that comes in and that goes out.
- Assumed responsibility for maintaining precise records of inventory, carefully tracking stock inflow and outflow to support optimal inventory management.
- Demonstrated versatility and adaptability by actively participating in various pharmacy departments, including the dispensary, administration, and retail units.
- Collaborated effectively within a team setting, fostering cooperation and synergy among team members to optimize performance.
- Exhibited proficiency in conflict resolution and management, ensuring the amicable resolution of customer concerns and disputes.

Centurion, Pretoria, South Africa •

OUTsurance (OSS): [Hastings Direct Renewals Advisor](#)

April 2021 – August 2022

- Employed at Hastings Direct, a prominent UK-based insurance broker company, in the capacity of a Renewals Advisor from April 2021 to August 2022.
- Spearheaded customer retention efforts by proactively engaging with clients seeking to cancel the renewal of their insurance contracts.
- Demonstrated a track record of meeting and exceeding monthly targets, all within a high-pressure and fast-paced work environment.
- Collaborated effectively within a team setting, fostering cooperation and synergy among team members to optimize performance.

Centurion, South Africa

OUTsurance (OSS): [Hastings Direct Customer Service Advisor](#)

August 2022 - Present

- Employed at Hastings Direct, a prominent insurance broker in the UK, as a Customer Service Advisor from August 2022 to the present.

- Tasked with guiding customers through the process of making changes to their insurance policies and providing comprehensive education about their existing policies.
- Proficiently handling customer inquiries, offering expert assistance, and addressing their questions and concerns.
- Providing essential support in the servicing and management of insurance policies, ensuring that customers receive efficient and accurate policy maintenance.

# SKILLS

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## Language Proficiency:

- Fluent in reading, writing, typing, and speaking English.
- Computer Skills:
  - Typing
  - Data capturing

## Soft Skills:

- Communication skills
- Teamwork
- Conflict management

## Inventory and Stock Management:

- Basic stocktaking
- Dispensing of stock
- Entry-level stock control
- Basic administrative tasks such as adding invoices and organizing them.
- Filing

## Customer Service Skills:

- Good understanding of insurance
- Negotiation skills
- Keyboard skills
- Administration skills
- Influencing