

## **Personal Information**

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Name

Surname

Identification number

Date of Birth

Nationality : South African

Sex : Female

Dependent : One

Marital Status : Single

Postal Address

Home Address

Contact Number

E-mail Address

Health : Excellent

Home Language : IsiZulu

Drivers Licenses : Code 8

Other Languages		Read	Write	Speak
	English	Great	Great	Great
	Afrikaans	Good	Good	Good
	isiZulu	Fair	Fair	Great
	Sepedi	Fair	Fair	Great
	Setswana	Fair	Fair	Great

## **Education**

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Institution : Excelsior collage (Grade 12)

Subjects : English (Home language)

Afrikaans (first language)

Mathematics

Physical science

Life science

Geography

Year Completed : 2013

Institution : Unisa

Course : short course Introduction to Agribusiness

Year completed : 2022

Institution : Unisa

Course : higher certification in accounting science

Year completed : 2024

Institution : Unisa

Course : Bachelor of Accounting Sciences in Management Accounting

Year completed : currently enrolled

Computer literacy : Microsoft Office packages, MS Word, MS Excel, MS

Outlook, MS Access, Internet and Email

## Work Experience

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Company : The Shamrock Lodge  
Year : 2014 MARCH- 2015 Dec  
Position : Receptionist  
Reference : Mr Robson 015 291 4665

### Duties

- Answering incoming telephone calls from prospective and existing guests
- Assisting guests with hotel reservations
- Assigning rooms and suites to guests
- Processing credit card transactions for lodging, room service and other hotel costs
- Transferring phone calls to guest rooms
- Providing guests with wake-up phone calls
- Assisting with guest requests and complaints
- Maintaining accurate records of guest charges (room service, pay-per-view, etc.)

Company : Edge field marketing pty ltd  
Year : 2021MAR – JUNE2024  
Position : Tymebank Ambassador  
Reference : Mr Foster – 066 478 5169

### Duties

- As a Tymebank Client Brand Ambassador, employed by Edge Field Marketing (the Company) and working within a TFG, Pick n Pay or Boxer store, you will be representing the Tymebank brand to customers of Tymebank.
- Represent the Tymebank brand in a professional manner, and to provide accurate company information to customers and prospective customers.

- Approach customers to persuade them to open and activate a Tymebank account and to apply for or make use of other Tymebank products.
- Inform customers about product features and benefits and be able to answer any queries on Tymebank products, on-boarding processes and other processes available.
- Provide customers with information about Tymebank.
- Support and guide customers in the use of relevant technology and facilities related to Tymebank products.
- Attend to front line technical problems with the Tymebank kiosks.
- Providing product information and assisting to resolve (or reporting) customer queries.
- Providing customers with information or assistance on the use of the Tymebank channels.
- Assisting and advising customers on the Tymebank bank account opening and on-boarding processes.
- Advising customers on product and query processes.
- Meeting daily sales targets.
- Managing Tymebank marketing display material in the location(s) you are working.
- Installing and maintaining in-store Tymebank marketing display material.
- Facilitating kiosk preventative maintenance.
- Delivering first level trouble shooting of kiosk problems.
- Attending to and resolving technical problems with Tymebank kiosks or escalating these timeously in accordance with set procedures.
- Receiving and managing the storage of debit card stocks in accordance with set processes.
- Replenishing debit card stocks in the kiosks in accordance with set processes.

### **Character Strengths**

- Lateral thinker, analytical, objective decision-maker, skillful negotiator and effective business strategist with entrepreneurial and leadership acumen.
- Strong staff management, motivational and development skills.
- Successful at group interaction, at peer, superior and subordinate levels, both as leader and in a key support function.
- Self-confident but diplomatic in handling sensitive and controversial issues.
- Flexible and innovative in adapting and applying knowledge and experience to different circumstances and environments.
- Works well under pressure in deadlines and financially high risk situations.
- Possess the highest standards of integrity and a commitment to quality.
- Cultural competence.
- Adaptive to change

- Positive attitude
- Corporate experience in stakeholder engagement
- Outstanding interpersonal, verbal, written communication skills, willingness to travel short notice
- Excellent communication, interpersonal and presentation skills at all business and social levels with different cultures.

### **Trainings and workshops attended**

Training of Ned bank on Business Planning Process

Modules covered:

- Develop, implement & evaluate a marketing strategy for a new venture
- Apply the principles of costing & pricing to a business venture
- Managing finances of a new venture
- Produce a business plan for a new venture