

CURRICULUM VITAE

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MPHO QUEEN MUKANSI

Date of birth : 13 April 1985
Gender : Female
Nationality : Black African
Marital Status : Single

EDUCATION BACKGROUND

High School

School attended : Lamula Jubilee High School
Highest Grade : Grade 12 in 2003
Subjects : English, Geography, Xitsonga, Mathematics, Physical Science and Biology

Tertiary/Post School Studies

Institution : Purpose Pursuers College (Johannesburg, Gauteng) (2007)
Qualification : Certificate – Call Centre Operations
Modules : Call Centre
Communication Skills
Computer Skills
Customer Care
Interview Techniques
Marketing Skills & Theory
Negotiation Skills
Telephone Skills & Techniques
Typing Skills
Reception

Future Studies

Institution : INTEC College
Qualification : Diploma - Executive Assistant
Commencing : June 2020

CURRENT WORK EXPERIENCE (Proef Telecoms 1st March 2016 to date)

Position: Personal Assistant to CEO & Company Secretary

- ❖ Active management of the Company CEO's diary
- ❖ Arranging Visas for the CEO and employees
- ❖ Manage work and family diaries/schedules
- ❖ Assist company CEO with arrangement of international trips, flight ticket bookings & boarding, hotel bookings etc.
- ❖ Provision of companywide administrative support:
- ❖ Submitting calendar invoices and ensuring that suppliers are paid on time
- ❖ Arrangement of monthly staff events, such as sourcing venues for team building outings, end of the year functions etc.
- ❖ Manage my and boardrooms bookings
- ❖ Manage the allocation of staff parking slots
- ❖ Sourcing of gifts for CEO and staff at large
- ❖ Ordering and arrangement of company stationary
- ❖ Answering and re-routing calls to the right individual/person
- ❖ Attend to and assist company clients and/or visitors
- ❖ Establishing and maintaining data bases
- ❖ Resolving various administrative problems and inquiries

PREVIOUS WORK EXPERIENCE (MULTICHOICE 1st September 2013 to 28th February 2016)

Position: Customer Services Representative/Service Warrior

- ❖ Assist existing or brand-new clients with activating extra view services on their accounts
- ❖ Assist existing subscribers with account queries such as the amounts due for payment, capturing or loading debit orders for their DSTV accounts
- ❖ Assist clients with updating their details and always ensuring that we have up to date information regarding our subscribers
- ❖ Inform clients on other touch points available to them when it comes to monitoring their DSTV accounts such as dstv.com, DSTV touch and how to make use of such services
- ❖ Most importantly, I have to ensure that clients are well informed when it comes to the latest DSTV products as well as market these new products to our clients
- ❖ Assist clients with the activation of the Decoder Care Contract for their Decoders by ensuring that clients are well informed when it comes to the events that are covered by the insurance as well as the 3 months waiting period
- ❖ Assist with preventing clients from cancelling the Decoder Care Contracts/ DCC Retention
- ❖ Assist clients with terminating their Decoder Care Contracts if they insist on having it cancelled
- ❖ Meeting daily Decoder Care Contract sales target as set by the DCC Department

PREVIOUS WORK EXPERIENCE (BRANDROOM BOUTIQUE 1st May 2011 to 30th June 2013)

Position: Sales Assistant

- ❖ Welcoming all the clients at the door and walking them around the boutique, showing the clothing/items that are available
 - ❖ Generating sales by convincing clients to purchase our items/clothing
 - ❖ Assisting with marketing directed at helping the boutique generate sales
 - ❖ Taking inventory or stock taking at the end of every week
 - ❖ Assisting with the stores upkeep
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PREVIOUS WORK EXPERIENCE (Provantage Promotions 1st April 2010 to 31st March 2011)

Position: Sales Promoter

- ❖ Conduct brand activations & promotions which help initiate a relationship between consumers and client's products/brands
- ❖ Conduct various field marketing activities of client products/brands that enable the business to provide valuable feedback & information to its clients(s)
- ❖ Experiential marketing of client products/brands through experiential campaigns & events

PREVIOUS WORK EXPERIENCE (Vodacom 1st February 2008 to 31st December 2009)

Position: Customer Care Representative

- ❖ Answering incoming calls and assisting clients with mobile phones related technical problems
- ❖ Assisting clients with account/billing queries
- ❖ Assisting with routing clients interested in acquiring mobile phones on contract to the sales department

PREVIOUS WORK EXPERIENCE (WITS University 1st May 2005 to 31st December 2007)

Position: Receptionist

- ❖ Answering incoming calls and routing them to the right department/person
- ❖ Welcoming visitors/service providers and assisting them with their inquiries
- ❖ Assisting with the sorting and distribution of mail
- ❖ Assisting with the arrangement of appointments with clients and service providers

KEY SKILLS

- ❖ Computer literate in Microsoft Word, Excel and Power Point
- ❖ Verbal and writing communication skills
- ❖ Good interpersonal skills
- ❖ Takes accountability for work
- ❖ Thrives under pressure

INTERESTS

Aerobics, cycling, jogging, church, listening to music & meeting with people

REFERENCE

- ❖ Mr Charles T Kubeka : Former Team Leader MULTICHOICE Inbound Call Centre
Contact Number : 011 928 6509 or 078 339 1090
 - ❖ Ms Natasha Van Vuuren : Proef Telecom Colleague
Contact Number : 010 015 1050 or 062 984 6922
 - ❖ Miss Shanaaz Norodien : DCC Department Team Leader
Contact Number : 071 146 5320
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