

NCAMISILE PRISCA NGUBO

Summary

I am a dedicated, organized, and methodical individual. I have good interpersonal skills, a team player, and I am always keen and willing to develop new skills. My short-term career goal is to finish a Postgraduate Diploma in Business Management within record time and to secure employment in a field related to my qualification, experience, and career aspirations. My long-term goal is to see myself playing an important role in fulfilling the objectives of the business I will be working for.

Education and Experience

From Feb 2020
to 2023

- **Bachelor of Business Administration Degree**

Regenesys Business School

Johannesburg, South Africa

Subject Passed: Strategic Management | Marketing
Management | Project Management | Economics |
Financial Management | Human Resource
Management (Major) | Business Law | Research
Methodology | Change Management (Minor)

From 2016 to
2017

- **Higher Certificate in Human Resource Practices**

Rosebank College

Johannesburg, South Africa

Subject Passed: Business Communication | Business
Management | Human Resource Management |
Introduction to Personal Computing | Industrial
Relations | Introduction to Scholarship | Labour Law |
Office Administration | Payroll Software Application |
Payroll Administration | Work integrated learning.

Matriculated in
1999

- **Grade 12**

Qoqisizwe High School

Pietermaritzburg, South Africa

Subjects Passed: IsiZulu Home Language | English First
Language | Mathematics | Life Orientation | Biology |
Agricultural Sciences | History.

ABO UT

✉ ncamisile1980@gmail.com

📍 Unit 132, Club Tuscany, Adelaide Road

Mondeor Ext 3

Johannesburg

2091

📅 43 years old

🚩 South African

📄 C1 driver's license, C10, own car.

📞 (+27) 60 828 0238

👤 Single

👩 Female

AssETs

Diligent and organized.

- I can manage and organize my time based on time on task, while generating qualitative and quantitative outcomes.

Problem-solving and creative thinking

- I can think cognitively and critically about a certain challenge and come up with an effective solution to unexpected situations while maintaining professionalism.

Leadership & Values

- Team supervisor.
- Staff training and coaching.

Computer literate

- Microsoft Office (Word, Excel, PowerPoint, Outlook, etc). Software installation, and updates.

From 2008 up to date

● Customer Service Representative

Multichoice

Randburg, South Africa

Providing face to face customer services | Troubleshooting on decoders | Testing, Swapping, and selling of new DStv decoder | Selling remotes and tv links to customers | Opening new accounts for prospective customers | Resolving customers billing queries and allocating payments | Cashier services | Upselling and Selling.

From 2013 to Dec 2014

● Stock Control Representative

Multichoice

Randburg, South Africa

Managed stock on SAP and on Site | directed shipping, receiving, and ordering of stock on SAP | Communication and weekly stock reporting | Doing monthly stock takes | Managing of serialized and non-serialized stock | Upgrading software on new and service stock decoders.

From 2010 to Dec 2011

● Stand-in Supervisor

Multichoice

Randburg, South Africa

Handling of Sup-calls | Identifying coaching and training of staff members | Compiling floor plans | Compiling and submitting of daily reports | Cashing up staff at the end of the shift | Signing timesheets for temporal staff members | Managing the floor | Handling a float | Managing people (i.e., general staff issues and HR related issues/ queries) | Conducting performance optimizations (PO's).

From 2007 to 2008

● Receptionist

Planet Fitness

Bedfordview, South Africa

Answering Incoming calls | Data capturing | Transferring calls to relevant offices | Opening new membership accounts | Handling membership queries | Handling of Petty cash | Filling and faxing of documents.

Skills

Planning and Organizing

Through my education and work experience I was well groomed in organizing and planning for tasks using milestones, outlook, calendar, and diaries.

Good interpersonal skills

- Excellent ability to use positive language.
- Excellent self-control, confidence, and resilience to challenging situation.

Excellent customer service

- Excellent listening skills.
- Detail Orientated.
- Professionalism.

Performing administrative duties

- Organizing and preparing information using hard copied and digital forms.
- Managing and booking meetings using outlook calendar.
- Scheduling appointments.
- Doing follow-ups on inquiries submitted.
- Updating excel spreadsheets.
- Resource management.

Languages

English

Fluent

IsiZulu

Fluent

References

☒ Acreesnha Pieters

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☒ Zodwa Nkabinde

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☒ Michael Setsiba

Line Manager: MultiChoice

Cell phone: (+27) 71 363 1710

Email: Michael.setsiba@multichoice.co.za

Financial Management

- At Multichoice I contributed at brainstorming and implementing strategies to ensure maximization of customer service and sustainable company growth.
- In my work experience, I have been groomed with the importance of managing positive relationship with customers and suppliers for financial reasons.

ATTITUDE

- **Excellent Customer Service**
- **Goal driven.**
- **Performance driven.**
- **Deadline Orientated**
- **Confident**
- **Safety Conscious**
- **Attentive to details.**

Achievements

- 🏆 Multichoice 10 years of services award.
- 🏆 Top performer as a customer service representative.
- 🏆 Top performer as a supervisor.
- 🏆 Top performer as a stock controller.
- 🏆 Human resource management distinction pass.
- 🏆 Financial management distinction pass.
- 🏆 Marketing Management distinction pass.
- 🏆 Labour law distinction pass.
- 🏆 Office Administration distinction pass.
- 🏆 Learning Tools for Academic Success Certificate.

HOBBIES

- 🏆 **Music**
- 🏆 **Reading**