

THEMBELANI ANELE GANSA

CONTACT DETAILS

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OBJECTIVE

"I am looking for a position to kick-start my career in the media, arts, education, development, office work and general opportunities. I wish to work in a dynamic organisation that will contribute to my professional and personal growth while I contribute to the growth of the company as well as engage in opportunities to further the company's goals."

WORK EXPERIENCE

DEDICATED SERVICE SPECIALIST

Feb 2016 - Dec 2017

Edcon Group / Durban

Generate sales leads. Identify and assess customers' needs to achieve satisfaction, Build sustainable relationships and trust with customer accounts through open and interactive communication, Provide accurate, valid and complete information by using the right methods/tools. Meet personal/customer service, team sales targets and call handling quotas. Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution, Keep records of customer interactions, process customer accounts and file documents, Follow communication procedures, guidelines and policies, Take the extra mile to engage customers.

ADMINISTRATOR

Jan 2020 - Dec 2020

African Festival Cultural Calabash 2020 / Durban

Administration, Financial Clerk, Marketing, Spoke-person .preparing, organising and storing information in paper and digital form .Dealing with queries on the phone and by email. Greeting visitors at reception. Managing diaries, scheduling meetings and booking rooms. Arranging travel and accommodation. Arranging post and deliveries. Taking minutes at meetings. Typing up letters and reports. Updating computer records using a database. Printing and photocopying .Ordering office supplies. Maintaining office systems. Liaising with suppliers and contractors. Liaising with staff in other departments, e.g. finance, HR. Working in an office.

STUDENT TUTOR

Jan 2021 - Dec 2021

University Of KwaZulu Natal / Durban

Teaching, implementing new Covid-19 Strategies to make curriculum bind with restriction, Lecture Assistant and Administration.

EDUCATION

BA IN MUSIC AND DRAMA PERFORMANCE STUDIES

2021

University of KwaZulu Natal - Durban

theory of African Music and Drama Performance, Broadcasting, Presenter, Screenplay, Director, Media, Musical Theatre and News Anchor.

TELF UNIVERSAL

120 ADVANCE CERTIFICATED

2022

Teaching English as foreign language for non-native students

BSOCSC HONOURS IN DEVELOPMENT STUDIES

INPROGRESS

University of KwaZulu Natal - Durban

Economics, Debate and Concepts, Environmental and Development analyst, Socio-economic and Marketing, Social and Environment Impact, Development Planning, Programme's office, Corporate responsibility, Social Sector, Gender and Development and Community Development.

SKILLS

- Customer Service
 - Time Management
 - Customer Satisfaction
 - Data Entry
 - Microsoft Office
 - Training
 - Leadership
 - Community Outreach
 - Microsoft Outlook
 - Microsoft Word
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LANGUAGES

- **English** - Native
 - **IsiZulu** - Native
 - **IsiXhosa** - Advanced
 - **SiSwati** - Intermediate
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INTERESTS

- Travel
- Reading

- Fashion
- Volunteering