**Curriculum Vitae**

Of

**Miss Maliviwe Cekiso**

Contact Information

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Email address : [maliviwecekiso@gmail.com](mailto:maliviwecekiso@gmail.com)

Driver’s License : Code 10

Personal Information

Date of Birth : 11th May 1996

Place of Birth : Bhisho, South Africa

ID number : 9605110307086

Citizenship : South African

Gender : Female

Health : Excellent

Education

1. High School : Gill College High School

Highest Grade passed : Grade 12

Year : 2015

1. .Tertiary Institution :University of Fort Hare

Course :Bachelor of Commerce (Information Systems & Business

Management)

:2016 - 2020

1. Institution : TTA TEFL Academy

Course : Teaching English as a Foreign Language

Year : 2021

1. Institution : IQ Academy

: Office Administration

: 2022 (Current)

Work related skills and experience

1. **Specialised Client Liaison at Isabella Garcia (Current)**

Duties

* Answering incoming calls and processing e-mails received from clients
* Helping and serving our clients by resolving their queries in accordance with our Client Care processes
* Giving skincare and product advice
* Liaising with Logistics and our courier service providers
* Liaising amongst various departments including Operations, Sales, Accounts & Enquiries
* Pitching offers and processing orders
* Investigating queries
* Administrative duties

1. **Office Administrator at iLithalethu Legal Consultancy (08/2021 to 03/2022)**

Duties

* Doing administrative and clerical tasks (such as scanning or printing)
* Preparing and editing letters, reports, memos, and emails
* Running errands to the post office or supply store
* Arranging meetings, appointments, and executive travel
* Answering phone calls and taking messages
* Maintaining folders on servers
* Recording meeting minutes
* Liaising with teams and units
* Tracking petty cash
* Covering reception

1. **Office Manager/Personal Assistant at SKMZ Construction (03/2021 to 08/2021)**

Duties

* acting as a first point of contact: dealing with correspondence and phone calls
* managing diaries and organising meetings and appointments, often controlling access to the manager/executive
* booking and arranging travel, transport and accommodation
* organising events and conferences
* reminding the manager/executive of important tasks and deadlines
* typing, compiling and preparing reports, presentations and correspondence
* managing databases and filing systems
* implementing and maintaining procedures/administrative systems
* liaising with staff, suppliers and clients
* collating and filing expenses
* miscellaneous tasks to support their manager, eg: completing some corporate governance reporting (to ensure that the business is being run properly and complying with legislation and regulations) or conducting research.
* Accomplishes department objectives by managing staff; planning and evaluating department activities.
* Maintains staff by recruiting, selecting, orienting, and training employees.
* Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results.

1. **Inbound Call Centre Agent at Vodacom Merchants SA (07/2020 – 03/2021)**

Duties

* Respond to incoming calls from the customers
* Take their orders, answer questions and inquiries
* Troubleshoot problems, provide information and handle complaints regarding the organization's products or services

1. **Marketing Representative at MTN (02/2020 – 07/2020)**

Duties:

* Sales and marketing expertise
* Reach sales targets
* Promote company vision
* Persuade consumers to buy or use the product
* Promote features of product to audience

Language skills : Multilingual; English, Afrikaans, Xhosa and Zulu

Computer Skills : Microsoft Office, SQL, Typing Speed; 30-35 WPM

Other skills :

* Adept in Technology
* Good oral and written communication skills
* Quality Management System Skills
* Fast learner and very organised leader
* Willing to take new challenges
* Disciplined, patient, precise and diligent
* Detail-oriented
* Anticipates needs
* Strategic planner
* Customer service excellence

References

Sulaine McGeer

Workplace : Isabella Garcia

Position : Client Care Manager

Contact Details : 082 255 6979

Additional Info : sulaine.mcgeer@isabella-garcia.com

Adv. Siphokazi Hlela

Workplace : iLithalethu Consultancy

Position : Director

Contact Details : 062 305 0438

Additional Info : info@ilithalegalconsultancy.legal

Mrs Brenda Nonyati

Workplace : Sakhumzansi Construction

Position : National Administration Assistant

Contact Details : 078 619 1753

Additional Info : brenda.nonyati@mazars.co.za

Ms Thoko Mbata

Workplace : Vodacom – Merchants SA

Position : Team Leader

Contact details : 082 944 8551

Mrs Ellaine Pasi

Workplace : MTN - Provantage Media Group

Position : National Training Manager

Contact details : 060 373 1564