**Nonkuthalo Dubazane**

**Address:** 171 Umkhiwane Close, Zwelisha, Verulam 4339

**Languages:** English and Isizulu

**Gender:** Female

**Contact No:** 071 244 3522

**Alternative Contact:** 072 120 7448

**Email:** nonkuthalo.dubazane@gmail.com

**Availability:** Immediately

**Objective:** To secure a challenging position at a reputable organization. To expand my knowledge and skills, and to provide administrative and customer service support to an organization.

**SKILLS AND COMPETENCIES**

• Conflict Resolution • Leadership skills • Business Management skills • Research & Report Writing • Client relations • Independent and Team Player

• Microsoft (word, Excel, Power Point, and outlook) • Ability to handle customer complaints and solve problems

• Excellent administrative and problem-solving skills • Professional, Accountable and have good Credibility skills

• I possess good documentation, administration, writing skills and task management skills

• Adaptable and flexible

• Can easily adapt to a new environment

 **SUMMARY OF EDUCATION AND TRAINING**

**Institution: University of Kwazulu**

Year: 2021-2022

Course: Bachelor of Education

**Institution: Elangeni TVET College**

Year: 2016-2017

Course: N4 Public Management

N5 Public Management

**Institution: Palmview Secondary School**

Year: 2011

Highest grade passed: Grade 12

 **EMPLOYMENT HISTORY**

**Name of Company: MPC Connect**

Position: Language Consultant

Year: 2023

Duties:

 • Ensuring that lesson plans are downloaded on time.

 • Ensuring that lessons are started and ended on time.

 • Going over lessons plans for students who do not wish to participate in the lesson.

 • Facilitating group and individual lessons

• Ensuring that technical problems that occur during the lesson are reported and the student is sent the right links to try and assist them in this regard.

• Ensuring that teaching and learning is done in a conducive manner for both the teacher as well as the student.

• Facilitating conversations with learners if they do not wish to go over planned lesson plans for that particular session.

**Name of Company: Statistics South Africa**

Position: Supervisor and Data Capturer

Year: 2022

Duties:

• Ensuring fieldworkers conduct their surveys accordingly

 • Solving enumeration queries like households refusing to be enumerated

• Ensuring that escalations reported by fieldworkers are handled accordingly and timely.

• Ensuring that survey123 is up and running, and escalating any technical queries to the IT department

• Delegation of tasks within time

**Name of Company: Fast and Furious Distribution**

Position: Customer Service Representative

Year: 2018-2020

Duties:

 • Ensuring that customer goods are delivered within their deadlines.

 • Solving delivery address queries and connecting drivers with customers

 • Ensuring that the correct customer documents are captured on the system.

• Pulling and sending reports to clients

**Name of Company: Fast and Furious Distribution**

Position: Debriefing Clerk

Year: 2017-2018

Duties:

• Debriefing of drivers

• Capturing client data

• Ensuring that customer documents are filled correctly

• Liaising with customers and drivers

**Name of Company: Provisions Books**

Position: Administrative and Sales Assistant

Year: 2014-2015

Duties:

• Switchboard operation

• Answering emails

• Preparation of proformas for clients

• Generating quotations

• Preparing parcels for postage

• Customer service

**REFERENCES**

**Name: Sindisiwe Magubane**

Company: MPC Connect

Position: Team Leader

Contact No: 079 151 8023

**Name: Nokwazi Gumede**

Company: Statistics South Africa

Position: Area Manager

Contact No: 065 980 8128

**Name: Dean**

Company: Fast and Furious Distribution Position: Branch Manager Contact No: 082 419 0887

**Name: Kinosha**

Company: Fast and Furious Distribution Position: Supervisor

Contact No: 084 742 4480

**Name: Ayanda Ndimande** Company: Pro Visions Books Position: Store Manager

Contact No: 082 313 4983