**AYANDA MPANZA**

07 May 1981. 1126 Zebra Road, Pennyville – Phase 1, 1804

0659599375

**ayanda.mpanza@gmail.com**

**PROFESSIONAL EXPERIENCE**

**HUNTSWOOD CONTACT CENTRE –** Dec 2023 – to date (Thandolwethu Sibiya – 084 476 7539)

Customer Care Consultant for Boost Power PAYG campaign. Assisting customers who need to add emergency energy (electricity or gas) to their households. Switching customers from PAYG to Pay Monthly. Creating and closing accounts accordingly. Logging and resolving complaints. Arranging EMEX (Emergency Meter Exchange) Engineer appointments for customers with Meter faults or off supply. Booking smart meter installation appointments and much more.

**SYNERGY CONTACT CENTRE –** Feb 2020 - Nov 2023 (Lindiwe Khumalo – 0722578872)

Customer Care Consultant for Energy provider campaign – Spark Energy.

Solving customer queries; explaining & issuing bills, gas/electricity for PAYG and Month-to-Month customers.

**CCI –** April 2019 – November 2019 (Kerisa Reddy – Manager: 0814465354)

Customer Service Consultant – TalkTalk campaign for landline & broadband account queries. Logging complaints & renewing/upgrading contracts.

**MPC CONNECT –** January 2017 – April 2019 (Thobeka 0730353550)

Language Consultant tutoring adults and juniors online. Previewing and preparing lessons on various topics to individuals and groups.

**DIVINE TOUCH RADIO –**June 2017– to date (Mr. X Khuzwayo – 031 4632974/0814857112)

Freelance Content Producer and assistance Producer: 6-9 & 9-12 morning & midday show.

* Research and gather content for presenters on each 3 hour show.
* Arranging the ‘hot clock’ for each slot.
* Search and compile a playlist & organizing and preparing questionnaires for guest interviews.

**CCI CALL CENTRE –** April 2014 – January 2015 (Munya – Manager: 031 2861600)

* Outbound Sales Agent (O2 campaign – Carphone Warehouse)
* Selling mobile phones and phone insurance to UK based customers.
* Providing excellent customer experience.

**CELL C –** December 2013 – March 2014 (Layla – Team Leader: 0847771302)

Customer Care Consultant.

* Handling & resolving customer queries regarding mobile contracts.
* Transferring customers to intended departments (E.g – Upgrades or Sales)

**JMH GROUP** – **CITY HOSPITAL –** November 2009 – June 2013 (Ms Roslyn Nathaniel – Manager: 031 3143000)

**Switchboard operator and administration.** (Nov 2009 – February 2012)

* Transferring calls to intended wards and Doctor’s surgeries.
* Ensuring order in the reception area and maintaining ut-most discretion at all times with regards to patient’s files.

**Personal Assistance at Gandhi Mandela Nursing College** (Mrs Harrishun – 031 3093094)

* Preparing and conducting necessary documents for student registration.
* Preparing PowerPoint presentations for meetings held by management.
* Photocopying; sending/receiving faxes; preparing memos for upcoming meetings and other scheduled events.

**DBC PACKAGING (PTY) LTD –** May 2003 – September 2009 (Mrs. Cindy Pillay – Human Resources - 031 5338500)

**Receptionist 2003 - 2005**

* Answering and transferring calls to intended individuals/ departments.
* Photocopying; sending/receiving faxes; preparing memos for upcoming meetings and other scheduled events.

**Invoicing Clerk**

* Invoicing customers and balancing monthly debtor entries.
* Posting completed invoices/billings to customers.
* Payroll for casual factory workers and for the permanent employees.

**EDUCATIONAL HISTORY**

**Tertiary – Creative Arts College – Journalism Diploma 2013-2017**

Media Industries; Investigative Journalism; Photojournalism Techniques; Radio and TV Journalism Techniques.

**Qualification: Journalism Media Studies Diploma.**

**High School – Eshowe High School**

English (C); isiZulu (E); Geography (E); Business Economics (C); Economics (D) and Biology (F)

**Qualification: Senior Certificate (Grade 12).**