

## **Profile of Mamello Masangu**

### **Key attributes**

I am a hard worker and also an active person. I was the best netball player of Dobsonville Mighty angels. I also was a paddler when we were dragon boating.

I have completed A+ and am planning to pursue or get more exposure in teaching.

### **Ideal position**

Open to an exciting opportunity that will enhance me with how customer service works. The position will also equip me with understanding more about customer service and different kinds of individuals.

## **CURRICULUM VITAE**

**PERSONAL DETAILS**

Name	Mamello Christine Masangu
Address	1708 Phahlane Street Dobsonville 1865
Citizen	South African
Identity number	9505100322089
Marital Status	Single
Gender	Female
Dependant	One
Languages	English, South Sotho, Zulu ,Setswana , Xhosa
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Email address	<a href="mailto:mamellomakhoba@gmail.com">mamellomakhoba@gmail.com</a> <a href="mailto:mamello.masangu@icloud.com">mamello.masangu@icloud.com</a>

**2 | EDUCATIONAL DETAILS**

Secondary Education	<b>Forte Secondary School</b>
Qualification	Matric
Date	November 2013
Subjects	English Life Orientation Geography Life Science History South Sotho Mathematics Literacy

<u>Course</u>	<b>Information Technology</b>
Tertiary Education	<b>Engineering</b> CTI College Currently
Qualification	Completed A+ and Microsoft
<b>Date</b>	Products <b>2014</b>
Subjects	Microsoft Word Microsoft Powerpoint Microsoft Excel A+ Networking- Uncompleted
<b>TEFL</b>	Teachers Record  2024 120hr complete
<b>Play SA. Org</b>	Early Childhood Development Practitioners  2024 - in progress
<b>MANCOSA</b>	NDP English Literacy - 04/2024 - 04/2024

**WORK EXPERIENCE**

**MARCH 2020 - CURRENT - WESBANK FINANCE (CALL/  
CUSTOMER SERVICE CENTER AGENT)**

- Memorising scripts for products and services, and referring to them during calls
- Ensuring that all questions, cancellations, and confirmations are handled appropriately

- Identifying opportunities for customer care and revenue of the company's existing product suite
- Meeting daily targets for myself and team
- Achieving all objectives for service, productivity, and quality
- Creating and maintaining record of daily problems and remedial actions taken, using call-center database
- Maintaining and building customer relationship for a good service with stakeholders
- Following up on escalations and providing feedback on the outcome/result
- Providing internal training/coaching to new employees
- Replying promptly via, calls and emails to stakeholders as well as internal communication
- Building positive relationships by going above and beyond with customer service
- Complying with relevant , legislative, policy and governance requirements and adhere to processes and procedures related to of specialisation
- Acting responsible with work related resources to contribute to cost containment
- Verifying low KYCs(Know your customers) account and escalating high risk accounts to the relevant department
- Processing/capturing refunds

- More understanding of the Protection of Personal Information Act (POPIA) as clients data has to be kept safe
- Collecting payments when accounts are in arrears

**REFERENCE - LEBAKENG MODIGA, TEAM LEADER - 083 775 3370**

**JANUARY 2019 - MARCH 2020 - STOREX (SERVICE DESK AGENT)**

- Assisting customer with their queries
- Diagnosing with customer for faulty machines
- Allocating logged calls to the on-site technical engineers to assist with the repairs
- Advising management on the repeat repairs / recurring issues
- Assisting customer with hardware related issues
- Diagnosing and escalating situations seeking urgent attention to our Regional Technical Support for assistance
- Logging tickets for faulty machines for customers/ attending them when the logged with emails even on the website
- Providing customer with an update, pertaining to the logged call we did with the service provide

**RICARDO MARTINS - MANAGER**

**LERATO SEKATI - QUALITY ASSURANCE - 068 146 3836**

**February 2018 - November 2018 - MPLOY RECRUITMENT AGENCY - (RECEPTIONIST, TYPIST/RESEARCHER)**

## **RECEPTIONIST**

- Welcoming visitors by greeting them, in person or on the telephone
- Answering or referring inquiries
- Directing visitors by showing them the correct boardrooms to go to
- Helping candidates with their queries
- Keeping the reception area clean always
- Providing candidates with refreshments
- Giving candidates an application pack to fill when they came for their interviews
- Monitoring client's bookings for their internal interview
- Switchboard
- Capturing candidate pack after filling the pack

## **TYPIST/ADMINISTRATOR**

- Typing cv's timeously
- Preparing candidate presentations
- Booking interviews on behalf of consultant Administrator/Typist
- scheduling and sending interview calendar requests to candidates and cc all
- Keeping a record of all typed cv and interview schedule
- Diarising interviews and meeting
- Giving directions to candidates

- Typing references, memos and other documents

**NALEDI NONE - 061 039 0826**

**COGNITION HOLDINGS - March 2017 – May 2017 (CALL CENTER AGENT)**

- Moderating customer invoices for Huawei and Defy customer
- Escalating customer queries to relevant department
- Attending to emails with queries that came through emails
- Answering inquiries and questions, handle complaints
- Troubleshooting problems and providing information

**LUCRITIA OLIPHANT - MANAGER - 011 293 0000**

**Strengths**

- I am well organized
- Good in building relationship
- Always having a smile on my face
- Helpful and team player
- Well in solving problems
- I work well with other and managing to work under pressure
- I am easy to adapt and learn new things

**Weaknesses**

- When I am early I would start working rather than waiting for my scheduled time

**Skills**



- Communication Skills
- Active listening
- Problem Solving
- Customer care
- Team work
- Computer literacy
- Time management
- Financial services (bank software)
- Technical support (hardware)
- Target driven/Goal driven
- Multitasking
- Coaching
- Self discipline
- Data privacy and security

### **Personal objectives**

- To increase my experience within a company's culture that demand high standards and encourages growth and motivation
- Contribute effectively to the company's mission statement or shared values
- Establish myself in my field and develop my skills to be effective and productive in the company.

