

Vuyelwa Zomelele

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Female South African I am a self-motivated and determined person who prefers to secure a position in your organisation with an opportunity for growth. I work very well under pressure. I am also creative in problem solving and also a proactive team player who is able to handle multitasking on a daily basis. I possess strong attributes that would be useful in the working environment. I am a fast learner and keen to acquire new knowledge, skills as part of growth and experience.

WORK EXPERIENCE

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Switchboard Operator/Customer service Agents

- Answering and transferring all incoming telephone calls in a friendly and professional manner
- Attend to clients complaints on CRM
- Screening calls and ensuring they are transferred to the correct person/department
- Professional communication with internal, external customers and other departments
- Timeously record messages on the internal system and submit
- General office administration&providing administrative duties for my direct manager.
- Register/Attend to complaint for Customer Care
- Ensure ISO compliance with all procedures and processes within the Switchboard function
- Assist with ad hoc tasks as and when required

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Administrative Assistant/Executive Assistant

- Coordinate skills development training for the staff
- Capture and update data on the CRM
- Create; organize data spreadsheets for Head office,
- Calendar and e-mail Management
- Attach correspondence to files associated with.
- Open and file physical files for the Legal Staff, Organise archival room and documents, update the archive register and destruction of files/documents. Receive and record all incoming invoices in the register and claims.
- Keep and update all records of assets in the Branch on the asset register. Compile daily, Weekly and monthly reports.
- Operating the switchboard by answering incoming calls.
- Arrange meetings and take minutes for the meetings.
- Take incoming calls for the office and capture messages.

- Liaise with companies and attorney firms on behalf of the manager.
- Organise Travelling arrangements for manager and staff liaising with the Head Office

EDUCATION

Receptions Customer Care Certificate

Legalwise Academy Of Training

Grade 12 (High School Diploma)

Zanempucuko Senior Secondary School

CERTIFICATIONS

Receptions Customer Care Certificate

Legal expenses insurance South Africa • 03/2013 - 05/2013

Time&Self-Management Skills Certificate

Legal expenses insurance South Africa • 03/2013 - 03/2013

Filing Clerk Certificate

Legal expenses insurance South Africa • 12/2012 - 12/2012

Basic Computer Skills Certificate

Legal expenses insurance South Africa • 11/2012 - 11/2012

AWARDS & SCHOLARSHIPS

Long Service

Legal expenses insurance South Africa • 04/2022

SKILLS

Analytical Skill, Answer Incoming Calls, Attention to Detail, Business Communication, Calendar Management, Call Screening, Communication, Corporate Etiquette, Creativity, Customer Service, Determination, Friendliness, Google Suite, Interpersonal Skills, Microsoft Office, Monthly Reporting, Multitasking, Office Administration, Organizational Skills, Planning Process, Proactive, Problem Solving, Quick Learning, Senior Management, Skill Development, Team Player, Teamwork, Time Management, Working Environment