

# CURRICULLUM VITAE FOR

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## **Nobuhle Innocentia Mwale**

23 2<sup>nd</sup> avenue

Alexandra

Johannesburg

Contact number(s)

(Mobile) 063 359 1923 or 082 043 0818

To whom it may concern

I appreciate the opportunity to apply for the job in your organisation. Attached is my Curriculum Vitae for your review.

I see myself as a capable individual who loves working with different people, my 13 years' experience of working in different companies has made me gain a lot of experience on how to deal with different situations, people with different personalities

I have learnt to work under pressure and still perform at my peak, my philosophy is to maintain great relationship within the team I work with, to maintain a high standard of professionalism at all times.

I would be excited to join your organisation

Warm regards

Nobuhle Mwale

## Personal Information

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**Surname:** Mwale

**Name:** Nobuhle Innocentia

**ID Number:** 841011

**Gender:** Female

**Driver's License:** Code C1 (formerly code 10)

**Telephone:** +27 63 359 1923 or +27 82 043 0818

**Email address:** mwalenobuhle@gmail.com

# Qualifications

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**School:** Northview High School

**Qualifications:** Matric

**Year:** 2001

**School:** Wynberg Business College

**Qualifications:** Information Technology

**Year:** 2003

**Subjects:** Ms Office

A+PC Technician

Trouble Shooting

Customer Care

**School:** Informage Rims Group

**Qualifications:** National Certificate NQF 2 Contact Centre

**Year:** 2007

**Subjects:** Telephone Etiquette

Professional work ethics

**School:** Isett Seta Information Technology Learnership  
(Business Connexion)

**Qualifications:** Systems Support Engineering NQF Level 5

**Year:** 2005-2006

**Subjects:**

Computer Literature  
Customer service and query tracking and resolution  
Planning and organizing  
Problem solving and multi-tasking  
Team player  
Network + 2003  
Soft skills  
Windows server 2003  
NCSE 2003  
Project + 2003  
Systems analyses and design  
Microsoft exchange server 2003  
Windows XP professional 2003

**School:**

AfrikaTikkun

**Qualifications:**

Business Administrator NQF (Top 10 Achiever)

**Year:**

2015

# Employment History

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**Job Title:** Call Centre agent

**Dates to:** November 2017 – January 2018

**Company:**

**Cover Direct is a Call Centre Company, selling Hollard, 1 Life, Liberty and Kaizer Chiefs Insurances**

## **Responsibilities:**

Assisting clients with different queries, savings and deaths claims for policies

Obtains client information by answering telephone calls; interviewing clients; verifying information.

Determines eligibility by comparing client information to requirements.

Establishes policies by entering client information; confirming pricing.

Informs clients by explaining procedures; answering questions; providing information.

Maintains communication equipment by reporting problems.

Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.

Updates job knowledge by studying new product descriptions; participating in educational opportunities.

Accomplishes sales and organization mission by completing related results as needed.

Reason: Contract Ended

**Job Title: System Trainer**

**Dates: March 2016-March 2017**

**Company:**

**Foschini Group is a South African clothing retail company. Foschini Group are headquartered in Parow, Cape Town. In 2015, they bought the British chain Phase Eight. In March 2016, they bought the British chain Whistles with its 46 shops**

**Responsibilities:**

To train staff on HR software and customer experience compiling weekly reports of training

Conducts computer training needs assessment by collecting information pertaining to work procedures, work flow, and reports; understanding job-specific functions and tasks.

Determines system utilization requirements by researching and testing systems.

Designs computer training manuals by identifying and describing information needs; using desktop publishing; submitting initial versions for review; revising and editing final copy.

Maintains safe and healthy training environment by following organization standards and legal regulations.

Conducts training classes by presenting job-specific, company-specific, and generic software applications and personal computer classes.

Ensures operation of equipment by completing preventive maintenance requirements; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.

Maintains quality service by establishing and enforcing organization standards.

Evaluates training by evaluating effectiveness of training to specific job applications.

Maintains technical knowledge by attending educational workshops; reviewing publications

Contributes to team effort by accomplishing related results as needed.

Reason for leaving

Contract Ended

**Job Title:** Information Technology Learnership

**Dates to:** July 2005 until March 2006

**Company:** Business Connexion

**Responsibilities:**

Routing Switches

Escalating calls

Compiling weekly network reports

Publishing client's weekly network diagrams of the web

Administrative Functions

Data Capturing

Filing

Coordinate office activities and operations to secure efficiency and compliance to company policies

Supervise administrative staff and divide responsibilities to ensure performance

Manage agendas/travel arrangements/appointments etc. for the upper management

Manage phone calls and correspondence (e-mail, letters, packages etc.)

Support budgeting and bookkeeping procedures

Create and update records and databases with personnel, financial and other data

Track stocks of office supplies and place orders when necessary

Submit timely reports and prepare presentations/proposals as assigned

Assist colleagues whenever necessary

**Job Title:** Information Technology Learnership

**Dates to:** July 2005 until March 2006

**Company:** Business Connexion

**Responsibilities:**

Document activities and findings in a case tracking tool

Technical troubleshooting, analysis, and diagnosis of product issues

Ensure case updates and resolution timeframes are in line with service level agreement

Delivery of product issue work around or fix

Replication of customer issues

Development of technical documentations

**Job Title:** Information Technology Learnership

**Dates to:** July 2005 until March 2006

**Company:** Business Connexion

**Responsibilities:**

Processing Leave Requests for Employees

Substantiates applicants' skills by administering and scoring tests.

Schedules examinations by coordinating appointments.

Welcomes new employees to the organization by conducting orientation.

Provides payroll information by collecting time and attendance records.

Submits employee data reports by assembling, preparing, and analyzing data.

Maintains employee information by entering and updating employment and status-change data.

Provides secretarial support by entering, formatting, and printing information; organizing work; answering the telephone; relaying messages; maintaining equipment and supplies.

Maintains employee confidence and protects operations by keeping human resource information confidential.

Maintains quality service by following organization standards.

Maintains technical knowledge by attending educational workshops; reviewing publications.

Contributes to team effort by accomplishing related results as needed.

Reason for leaving:                      Contract Ended

Reason for leaving                      Contract Ended