

CURRICULUM VITAE

SAMMY TLHAPI

PERSONAL DATA

SURNAME: TLHAPI

NAME : SAMMY

RESIDENTIAL ADDRESS:

TELEPHONE NO :

ID NUMBER :

MARITAL STATUS : MARRIED

DATE OF BIRTH :

NATIONALITY : SOUTH AFRICAN

HOME LANGUAGE : TSWANA/ZULU

OTHER LANGUAGES : ENGLISH
AFRIKAANS
TSWANA

HEALTH : EXCELLENT

RELIGION :

CHRISTIAN

EMPLOYMENT PROFILE

NAME OF EMPLOYER :

MEDSCHEME HOLDINGS

EMPLOYMENT PERIOD:

JULY 2000 TO DECEMBER 2008

POSITION :

CALL CENTRE AGENT

DUTIES:

RENDERING PROFESSIONAL CUSTOMER SERVICE OVER THE PHONE;ASSISTING WALK IN CLIENTS WITH THEIR QUERIES. CLIENTS PRODUCT EDUCATION;RECONCILING CLIENTS ACCOUNTS.

REFERENCES:

MR ISAAC MUDAU(CLIENTS OPERATIONS SENIOR MANAGER) TEL NO 0116712162/0836509094

NAME OF EMPLOYER :

VUH TRADING CC - INTREPRENEAUR

DUTIES :

OVER-LOOKING THE COMPANY – DOING DAY-DAY DUTIES OF THE COMPANY.

EMPLOYMENT PERIOD:

JANUARY 2009 – AUGUST 2013

POSITION:

MANAGING DIRECTOR

REFERENCES :

MRS VUYELWA TLHAPI (OWNER)
TEL NO 0832431600

NAME OF EMPLOYER :

ECFS BROKERS (FSP)

POSITION :

FINANCIAL ADVISOR FOR LIBERTY LIFE AND SANLAM

DUTIES :

SELLING COMPANY PRODUCTS TO CLIENTS

EMPLOYMENT PERIOD :

JANUARY 2010 – 2011

REFERENCES :

MR SHEPARD MUZHAMBI (SALES MANAGER)
TEL NO 0113396458 /0723216099

NAME OF EMPLOYER :

BATA/FUTURA INDUSTRIALS

POSITION :

KEY ACCOUNTS OFFICER

EMPLOYMENT PERIOD : JANUARY 2013 – JUNE 2013 CONTRACT

DUTIES : CUSTOMER RELATIONSHIP BUILDING; STAKE HOLDER RELATIONS; CROSS SELLING OPPORTUNITIES; MAKE SURE OF FUTURE BUSINESS REPEAT ; CLIENTS QUERIES; RETENTION

REFERENCES : MR GRANT LAWLESS (KEY ACCOUNTS MANAGER)
TEL NO 0119973300 / 0832782707

NAME OF EMPLOYER: FIRST NATION BANK

POSITION: BUSINESS BANKER

EMPLOYMENT PERIOD: SEPTEMBER 2013 – JULY 2016

DUTIES: MAINTENANCE OF CLIENTS ACCOUNTS, MAKE SURE THAT ALL OUR CLIENTS ARE FICA COMPLIANT. OPEN AND VERIFY NEW ACCOUNTS.

REFERENCES: DAVID BEZUIDENHOUT (LINE MANAGER)
TEL NO 0877305263/ 0741573525

EDUCATIONAL QUALIFICATIONS

LAST SCHOOL ATTENDED: LEROTHODI HIGH SCHOOL

HIGHEST STANDARD PASSED: GRADE 12

SUBJECTS: ENGLISH
AFRIKAANS
BUSINESS ECONOMICS
BIOLOGY
GEOGRAPHY

TERTIARY EDUCATION

INSTITUTION: IBN COMPUTER COLLEGE

QUALIFICATION: DIPLOMA IN COMPUTER COURSES

COMPUTER LITERATE: EXCEL; WINDOWS 93; MICROSOFT WORD
EMAIL AND INTERNET

INSTITUTION: BIRNAM BUSINESS COLLEGE

QUALIFICATIONS: CERTIFICATES (BOOKKEEPING)

SUBJECT PASSED: BOOK-KEEPING

INSTITUTION: SERVICE QUALITY INSTITUTE

SUBJECTS PASSED: FEELINGS CUSTOMER CARE FOR CALL CENTRE
AGENTS

MAJOR COURSES: SELF MANAGEMENT SKILLS
Plan;organise;lead and control

OFFICE COMMUNICAION
**General communication;written
communication;meeting
telephone skills**

MOTIVATION AND SOFT SKILLS
**time management;problem solving;decision making and
negotiation skills**

CURRENT STUDIES: NATIONAL DIPLOMA BUSINESS MANAGEMENT

INSTITUTION: UNISA (DROP OUT)

SUBJECT REGISTERED: ECONOMICS;FINACIAL ACCOUTING &
ADMINISTRATIVE MANAGEMENT