

Nokukhanya Sigwela

Client Services Agent | Consultant | Translator | Educator

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

Skills

Medical consultations

Knowledge of Medical Booking Systems

Medical terms and procedure knowledge

Team Teaching

Transcribing and translating

Education

2017-03 - 2017-12

**Honours in Educational Leadership and Management.:
Educational Leadership**

University of Western Cape - Cape Town, WC

2010-01 - 2014-02

Bachelors of Education: Economic and Management Science

University of Pretoria - Pretoria, GP

- Inca Residence House Committee Member
- Managed the clothing and fundraising portfolio for the entire residence.

2009-01 - 2009-12

Certificate: Sale and Marketing Management

Damelin College - Pretoria, GP

Work History

2022-03 – Present

Client Services Agent for Medical Aesthetic Clinics (UK)

BPO Client Services: WhatClinic.com Campaign, Cape Town

- Onboarded new temps by entering employee information into systems.
- Prepared a variety of different written communications, reports, and documents.
- Delivered services to customer locations within specific timeframes
- Maintained energy and enthusiasm in a fast-paced environment.
- Actively listened to customers, handled concerns quickly, and escalated major issues to the supervisor.
- Handled 30 calls per day to address customer inquiries and concerns.

2021-12 - 2021-12

Transcribing

Eccellente Services Pvt. Ltd.

- Analytical and Critical Thinking
- Organization and Time Management
- Attention to Detail
- Data Entry
- Cultural Awareness

2020-01 - 2021-12

Science and Technology Teacher

Transkei Primary School, Mthatha, EC

- Taught 32 lessons per week to over 99 students (31-33 per class) at grade 4-7 level.
- Instructed students individually and in groups using various teaching methods such as lectures, discussions, and demonstrations.
- Developed and managed student activities and assessments to track student progress.
- Used computers, audio-visual aids, and other equipment and materials to supplement presentations.

2019-03 - 2019-07

English and Science Substitute Teacher

Transkei Primary School, Mthatha, EC

- Taught 32 lessons per week to over 99 students (31-33 per class) at grade 5 to 7 level.
- Instructed students individually and in groups using various teaching methods such as lectures, discussions, and demonstrations.
- Planned and implemented curriculum to teach up-to-date technology to students (31-33 learners per class).

2017-12 - 2019-03

Reviews Acquisition Consultant

BPO Client Services- WhatClinic.com Campaign, Cape Town, WC

- Worked with customers to understand needs and provide excellent service.
- Participated in team-building activities to enhance working relationships.
- Actively listen to customers' requests, confirming full understanding before addressing concerns.
- Proved successful working within tight deadlines and a fast-paced atmosphere.
- Performed duties in accordance with applicable standards, policies, and regulatory guidelines to promote a safe working environment

2016-01 - 2016-12

Economics, Life Orientation, and Technology Teacher

Curro Century City (Private School), Cape Town, WC

- Taught 32 lessons per week to over 80 students (25-30 per class) at grade 7-8 level
- Planned lessons to reflect group and individual student needs utilizing creative instruction to teach individual roles of citizenship.
- Facilitated learning with aids, technology, and equipment to stimulate higher-level thinking.
- Tested and evaluated student progress to determine effectiveness and impact of teaching methods, materials, and projects.

2015-04 - 2015-09

English First Language Substitute Teacher

Curro Century City (Private School), Cape Town, WC

- Taught 32 lessons per week to over 80 students (25-30 per class) at grade 7 level.
- Developed an overall yearly curriculum for teaching English-language learners based on school and national requirements.
- Delivered instruction in language arts encompassing reading, grammar, composition, and literature, working with teachers in other subjects to integrate skills across the curriculum.
- Designed exams to test fluency in reading, writing, speaking and comprehension the of English language.

2014-04 - 2014-09

Economics Teacher

Hillview High School, Pretoria, GP

- Taught 25 lessons per week to over 75 students (20-30 per class) at grade 8 to 11-grade level.
- Planned lessons to reflect group and individual student needs utilizing creative instruction to teach individual roles of citizenship.
- Facilitated learning with aids, technology, and equipment to stimulate higher-level thinking.
- Recorded grades and developed accountability through bi-weekly progress monitoring.

2014-01 - 2014-02

Educational Volunteer

Shammah Progressive College, Queenstown, EC

- Took daily attendance, notifying classroom teacher immediately of student absences.
- Maximized receptive learning by educating students using hands-on instructional techniques.
- Assisted teachers with supervision and care of a group of 10 children.
- Set up visual aids, equipment, and classroom displays to support teacher's lesson delivery.

References

Name: Mr. Munro

Position: Principal

Contact Number: 047 532 3118

Company: Transkei Primary School

Name: Ms. Quinta

Position: Manager

Contact Number: 076 972 5036

Company: WhatClinic.com (BPO-Client Services)

Name: Sean Friedenthal

Position: Executive Head

Contact Number: 087 285 2101

Company: Curro Century City (Independent School)

Name: Sameer

Position: Team Leader

Contact Number: France – 00 33 6 28 33 34 82/work@eccellente.in

Company: Eccellente Services Pvt. Ltd