

BB 12 Manqondo Road
Umlazi, 4066
0678473350
0652928911
Nshezi349@gmail.com

NOLUTHANDO SHEZI

OBJECTIVE I am looking for a challenging role where I can expand my skills and grow as a professional. I am a Philosophy and Political Science graduate with proven communication, interpersonal, and organization skills.

SKILLS & ABILITIES

- Microsoft Office
- Communication
- Problem-solving
- Time management
- Customer service skills
- Interpersonal skills
- Leadership
- Management skills
- Meticulous
- Adaptable
- Open minded

EXPERIENCE

OFFICE ADMINISTRATOR, SPHAMANDLA MTHETHWA ATTORNEYS
June 2020- October 2020
In the year working at CCI, I have improved my customer service and time management skills and had the opportunity to improve my leadership skills as a senior agent and being a liaison between the client and the company.

CALL CENTER AGENT, CCI
November 2020- July 2022
In the year working at CCI, I have improved my customer service and time management skills and had the opportunity to improve my leadership skills as a senior agent and being a liaison between the client and the company.

EDUCATION

UNIVERSITY OF KWAZULU-NATAL- DURBAN- BA PHILOSOPHY AND POLITICAL SCIENCE
In obtaining my degree in Philosophy and Political Science, I have improved my abilities to research, source and thoroughly examine information, I have developed a capacity in critically analyzing and have adopted a flexible and open-minded approach to my work.

COMMUNICATION You delivered that big presentation to rave reviews. Don't be shy about it now! This is the place to show how well you work and play with others.

LEADERSHIP

Senior agent who led her own team of 5-8 agents during nesting phases of joining our campaign.

Senior agent to all new and existing agents

Agent and client liaison on meetings and in criteria involving our systems.

Senior systems specialist

REFERENCES

TINA NEWPAUL

Manager, CCI

0670426035

SPHAMANDLA MTHETHWA

Manager, Sphamandla Mthethwa Attorneys

0313012141