

NOKWANDA IMMACULATE MADELA



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50 Simon Street, Bethal
Mpumalanga, 2309

SKILLS

- Sales
- Computer
- Team building
- Sales
- Payment Processing
- Developing Sales Strategy
- Sales Promotion Support
- Cash Handling
- Recommending Products

EDUCATION

Grade 12 [National Senior Certificate]

Siyangempumelelo High School
NQF Level 4

Community Health Care Worker

Thuto Bophelo Nursing Academy
NQF Level 4

Banking Services and Advising

Millpark Education
NQF Level 5

LANGUAGES

- English
- IsiZulu
- Afrikaans
- Sepedi
- IsiXhosa

PROFILE

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. Enthusiastic Sales and Customer Service professional with expertise in communication and negotiating. Driven to provide superior quality customer service. Innovative in leveraging extensive knowledge of products and services as well as creating solutions for customers to drive loyalty, retention and revenue. Highly adept at training, managing, coaching and mentoring sales and customer service associates with talent for interacting with staff at all levels of organization and public.

WORK EXPERIENCE

FNB Bank [The Bolders] Midrand

2/2019-12/2020

Electronic Banker

Excellent communication skills, both verbal and written.

Identified issues, analyzed information and provided solutions to problems. Learned and adapted quickly to new technology and software applications. Proven ability to learn quickly and adapt to new situations. Demonstrated respect, friendliness and willingness to help wherever needed.

Managed time efficiently in order to complete all tasks within deadlines.

FNB Bank [Morgenzon]

9/2022-1/2024

Multiskilled

Demonstrated respect, friendliness and willingness to help wherever needed. Developed and maintained courteous and effective working relationships. Proven ability to learn quickly and adapt to new situations. Resolved problems, improved operations and provided exceptional service.

FNB Bank [Bethal]

1/2024-12/2024

Sales Consultant

Online transactions, Selling bank products, Accounts opening, Assisting with online banking.

Clientele

04/2025-09/2025

Telesale Consultant

Selling Clientele policies to new clients daily (Legal Covers and Funeral Covers) Plus Rewards

REFERENCES

Thandi Maseko

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Mrs Tash

Supervisor | Clientele

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