

Thobile Nombuyiselo Ngcobo

Motivated and Reliable job seeker |grade 12 |seeking general worker. Retail&learnership opportunities

Thobekangcobo09t@gmail.com · 0766877479 · Rustenburg , Northwest

PROFESSIONAL SUMMARY

> Motivated and reliable Grade 12 graduate from Boitekong Ext 13, Rustenburg. Hardworking, physically fit and punctual with good communication and teamwork skills. Willing to learn, follow instructions and work under pressure, including overtime and weekends.

WORK EXPERIENCE

Mdalisu financial services

Call center agency · Durban · 18 march 2023 · 15 december 2023

- CALL CENTER AGENT | [Mdalisu financial services]
- Duties:*
- Answered incoming calls and assisted customers with enquiries
- Provided excellent customer service and resolved complaints professionally
- Made outbound calls for sales and follow-ups
- Captured customer information accurately on the system
- Followed call scripts and company procedures
- Met daily and monthly targets (calls, sales, quality)
- Achievements:*
- Maintained 95%+ customer satisfaction rating
- Resolved customer issues on first call
- Recognized as Top Agent of the Month for good performance
- Consistently met daily call targets (e.g. 50+ calls per day)
- Improved communication and problem-solving skills

Facilitator

Campwildside · Northwest · 12 may 2025 · Present

- Child&adult protection policy and procedure
- Safeguarding

EDUCATION

Matric

Ngebeza high school · 2020

CORE SKILLS

- Creative and critical thinking
- Professional in conduct
- Communication and presentation skill
- Planning and organizing work
- Attention to duties

REFERENCES

Senamile ndwandwe

Mentor · 0 79 846 2501

Miss V T skhakhane

Camp manager · +27 69 266 5859