

MELLISA NONZUZO ZANTSI-BHILI

📍 255 Kent Avenue, Ferndale, Randburg, 2196

☎ 081 589 4037 / 0847101102

✉ Zantsimellisa@gmail.com

PROFESSIONAL PROFILE

Dedicated and detail-oriented Office Administrator and Customer Service Professional with experience in retail operations, customer service, cash handling, and call centre environments. Possesses strong communication, organizational, and administrative skills, with the ability to work effectively under pressure and manage multiple tasks simultaneously. Demonstrates a professional approach to customer interactions, problem-solving, and office support functions. Committed to delivering exceptional service, maintaining accuracy, and contributing positively to team and organizational goals.

CORE COMPETENCIES

- Customer Service Excellence
 - Office Administration
 - Call Centre Operations
 - Cash Handling & Reconciliation
 - Telephone Etiquette
 - Data Capturing
 - Document Filing & Records Management
 - Time Management
 - Team Collaboration
 - Problem Solving
 - Attention to Detail
 - Microsoft Office Applications
 - Communication Skills
 - Organizational Skills
 - Ability to Work Under Pressure
 - Reliability & Punctuality
 - Fast Learner
 - Professional Conduct
 - Independent Working Ability
-

PROFESSIONAL EXPERIENCE

Call Centre Agent

Training Force

November 2022 – November 2023

Key Responsibilities:

- Handled inbound and outbound customer calls professionally and efficiently.
- Assisted customers with queries, complaints, and service-related requests.
- Captured customer information accurately into company systems.
- Maintained high standards of customer service and professionalism.
- Followed company procedures and compliance requirements.
- Escalated complex customer issues to the appropriate departments.
- Maintained detailed records of customer interactions and transactions.

Achievements:

- Developed strong customer relationship management skills.
 - Improved communication and problem-solving abilities in a fast-paced environment.
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Cashier

Superspar

December 2018 – February 2021

Key Responsibilities:

- Processed customer purchases accurately and efficiently.
- Handled cash, card, and electronic payments.
- Balanced tills and maintained accurate cash records.
- Assisted customers with product information and general enquiries.
- Ensured excellent customer service at all times.
- Maintained a clean, organized, and professional checkout area.
- Assisted with store operations and stock-related activities when required.

Achievements:

- Built strong customer service skills through daily customer interaction.
 - Demonstrated reliability, accuracy, and accountability in cash handling.
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EDUCATION

Higher Certificate in Office Administration

Rosebank College

Completed: **2025**

Call Centre Agent Training

Training Force

Completed: **2023**

National Senior Certificate (Grade 12)

Ngangolwandle Senior Secondary School

Completed: **2016**

TECHNICAL & ADMINISTRATIVE SKILLS

- Microsoft Word
- Microsoft Excel
- Microsoft Outlook
- Data Capturing
- Filing Systems Management
- Meeting Scheduling
- Office Coordination
- Customer Relationship Management
- Record Keeping
- Telephone Handling
- Administrative Support

PERSONAL ATTRIBUTES

- Hardworking and dependable
- Professional and well-presented
- Strong interpersonal skills
- Excellent communication abilities
- Detail-oriented and organized
- Adaptable and eager to learn
- Self-motivated and goal-driven
- Capable of working independently and within a team

REFERENCES

Ms Fikiswa Bika

Supervisor | Superspar

 071 843 9615

Ms Sisanda Faith Mabheka

Supervisor | Training Force

 069 987 1371

Career Objective

To secure a position within a dynamic organisation where I can utilise my customer service, administrative, and organisational skills while continuing to develop professionally. I am eager to contribute positively to organisational success through dedication, efficiency, and a strong commitment to excellence.

**REPUBLIC OF SOUTH AFRICA**
NATIONAL IDENTITY CARD

Surname:
ZANTSI BHILI
Names:
MELLISA NONZUZO
Sex:
F
Nationality:
RSA
Identity Number:
9602240631089
Date of Birth:
24 FEB 1996
Country of Birth:
RSA
Status:
CITIZEN


Signature:




Conditions:
This card has been issued by the
Department of Home Affairs in terms of the
Identification Act, Act 68 of 1997
If found please return to the Department of Home Affairs
For enquiry or verification purposes contact 0800 80 11 00

Date of Issue:
25 APR 2024

ROA


122287608






REPUBLIC OF SOUTH AFRICA

National Senior Certificate

Awarded to

MELLISA NONZUZO ZANTSI

Identity number 9602240631089

Exam number 4161555046807

Subject

IsiXhosa Home Language
English First Additional Language
Life Orientation
Agricultural Science
History
Life Sciences

%
62
43
66
30
47
30

Achievement

level
5
3
5
2
3
2
*

This candidate is awarded the National Senior Certificate and has met the minimum requirements for admission to higher certificate study as gazetted for admission to higher education, subject to the admission requirements of the higher education institution concerned.

With effect from December 2016

M. S. LAKOMETS

Chief Executive Officer

This certificate is issued without alterations or erasure of any kind

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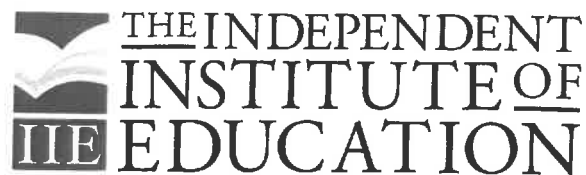
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Council for Quality Assurance in
General and Further Education and Training
South Africa

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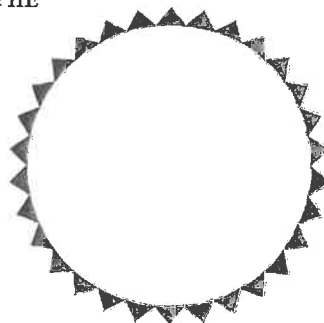
(See reverse for more information)



This is to certify that
MELLISA NONZUZO ZANTSI
was awarded the
HIGHER CERTIFICATE IN OFFICE ADMINISTRATION
having satisfied the academic requirements for the programme on
31 DECEMBER 2025

Director of The IIE

Registrar



ACADEMIC TRANSCRIPT

STUDENT NAME: Mellisa Nonzuzo Zantsi **STUDENT NUMBER:** ST10026746
ID/PASSPORT NUMBER: 9602240631089

Higher Certificate in Office Administration**NQF LEVEL 5 MINIMUM CREDITS 120* SAQA ID 73371****Unabridged academic transcript for the period 01 January 2022 to 31 December 2025**

REG YEAR	MODULE CODE	MODULE NAME	CREDIT VALUE	NQF LEVEL	FINAL MARK %	RESULT CODE
2022	BUSM5112	Business Management 1B	15	5	70	P
	DIAL5111	Digital and Academic Literacies	15	5	29	FES
	ENUC5112	End User Computing C	15	5	47	SUPP
	INPR5111	Introduction to Public Relations	15	5	71	P
	IQTT5111	Introduction to Quantitative Thinking and Techniques	15	5	75	PD
	OFAD5111	Office Administration 1A	15	5	57	P
	OFAD5122	Office Administration 1B	15	5	68	P
	XCOA5129	Work Integrated Learning	15	5	58	P
	TOTAL CREDITS EARNED ACADEMIC YEAR 2022: 90					
2025	BUSM5112	Business Management 1B	15	5	70	IC
	DIAL5111	Digital and Academic Literacies	15	5	63	P
	ENUC5112	End User Computing C	15	5	92	PD
	INPR5111	Introduction to Public Relations	15	5	71	IC
	IQTT5111	Introduction to Quantitative Thinking and Techniques	15	5	75	IC
	OFAD5111	Office Administration 1A	15	5	57	IC
	OFAD5122	Office Administration 1B	15	5	68	IC
	XCOA5129	Work Integrated Learning	15	5	58	IC
	TOTAL CREDITS EARNED ACADEMIC YEAR 2025: 120					
TOTAL CUMULATIVE CREDITS EARNED: 210						

Medium/Language of Instruction and Assessment: English**Conduct: Satisfactory**

* We indicate the statutory minimum credits for the qualification type. Students are required to complete all registered and accredited modules for this qualification which may exceed the statutory minimum.

Result Code/Note Key:

PD (Pass with Distinction) | P (Pass) | F (Fail) | FES (Failed Examination Subminimum, failed overall) | IC (Academic Credit - Internal) | EC (Academic Credit - External) | ECC (Exempt due to Curriculum Change) | SUPP (Supplementary Exam) | DNQ (Did Not Qualify for Examination Entry) | E (Endorsed) | NE (Not Endorsed) | OS (Outstanding) | Pre-2022 Results Code CD (Condoned Distinction) | CP (Condoned Pass) | EX (Exempted Module)



Registrar (The Independent Institute of Education (Pty) Ltd)



This Academic transcript is complete and correct at the time of publication [23/04/2026 04:53:28 PM]


**ROSEBANK
COLLEGE**

Rosebank College is an educational brand of The Independent Institute of Education (Pty) Ltd which is registered with the Department of Higher Education and Training as a private higher education under the Higher Education Act, 1997 (reg. no. 2007/HE07/002). Company registration number: 1987/004754/07.

INCOME TAX
Notice of Registration

MN ZANTSI
PO BOX 8
NGQELENI
5140

Enquiries should be addressed to SARS

Contact Detail

SARS
Alberton
1528

0800 00 7277
Website: www.sars.gov.za

Details

Taxpayer Reference No: 0726793250
Case No: 473780661
Date: 2023-09-19

Always quote this reference
number when contacting SARS



Dear Taxpayer

NOTICE OF REGISTRATION

The South African Revenue Service (SARS) confirms registration of the following taxpayer:

Name and Surname: MELLISA NONZUZO ZANTSI
ID number: 9602240631089
Taxpayer reference number: 0726793250
Date of Registration: 2016-09-04

Your tax obligation

Depending on your circumstances, you may be required to submit an annual income tax return. Should you be a provisional taxpayer, returns and payments will be required every six months. More details can be obtained from the SARS website.

Any person who derives by way of income any amount which does not constitute remuneration or an allowance or advance contemplated in section 8(1) of the Income Tax Act is regarded as a Provisional Taxpayer and may be required to submit provisional returns.

Kindly notify SARS of any change to your registered particulars within 21 business days of such change.

Should you have any queries please call the SARS Contact Centre on 0800 00 7277. Remember to have your taxpayer reference number at hand when you call to enable us to assist you promptly.

Sincerely

ISSUED ON BEHALF OF THE COMMISSIONER OF THE SOUTH AFRICAN REVENUE SERVICE



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RFDREG

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2023
01/01
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