

# Nonhlanhla Veronica Makubo

Phone: 068 211 2059   Email: Makhubon65@gmail.com   Location: Heidelberg

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## PROFESSIONAL SUMMARY

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Motivated and versatile professional with over 3 years of multidisciplinary experience spanning financial advisory, administrative support, and water process control. Demonstrated reliability, exceptional attention to detail, and a proven track record of working effectively both independently and within collaborative team environments. Committed to continuous professional development and delivering high-quality, efficient results in fast-paced operational settings.

## PROFESSIONAL EXPERIENCE

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### Salaried Financial Adviser

Jan 2026 – June 2026

*Old Mutual*

- Provided comprehensive financial advisory services, designing tailored wealth-building strategies and investment plans.
- Guided clients through retirement mapping, estate planning, and selecting appropriate life and funeral cover options.
- Delivered exceptional customer service to retain clients and build long-term, trust-based financial relationships.

### Customer Assistant

Jan 2023 – Dec 2025

*Woolworths*

- Addressed customer inquiries and concerns promptly, delivering accurate product and service information to enhance satisfaction.
- Efficiently processed customer orders, calculated precise service charges, and managed point-of-sale billing and payments.

### Administrator

Jan 2022 – Dec 2023

*Inqaba yokulinda Youth Organization*

- Managed daily administrative operations, focusing on strategic planning, cross-functional organizing, and optimal staffing.
- Directed and coordinated organizational workflows, ensuring seamless reporting, precise record-keeping, and strict budget adherence.

## EDUCATION & TRAINING

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### Human Resources Management (N6)

2019 – 2020

*Flavius Mareka TVET College*

**Learnership: Youth Development (NQF Level 4)**

**2022**

SETA

**Apprenticeship: Water & Wastewater Reticulation Services (NQF Level 2)**

**2016 – 2019**

SETA

## KEY SKILLS

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- Customer Service & Relationship Management
- Query Resolution & Problem Solving
- Call Centre & Customer Support Operations
- Water Process Control & Reticulation Operations
- Administrative Support & Document Management
- Filing & Data Recording Systems
- Computer Literacy (MS Office, Email, Internet)
- Strong Verbal & Written Communication

## PROFESSIONAL REFERENCES

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**Mrs Nomonde Hlongwane**

Line Manager

Phone: 0683975839

**Mr Mmelisizwe Nkosi**

Supervisor

Phone: 0679340682

**Ms Nomvuyo Simelane**

Manager

Phone: 0829765914