

Sebenzile Thembise Mthethwa

~ Sebenzilecharlotte@gmail.com ~ 078 064 6799 / 072 751 4276 ~ Johannes Nkosi Street, 58 Abyssinia Accommodation, Durban , 4001 ~
Single ~ South African ~ Female ~ 1991/09/20

PROFILE

Reflecting on the challenges I have previously faced and overcome, I believe I have successfully navigated tests of perseverance, endurance, and overcoming life's obstacles. I have set clear goals as a young woman, which I view as essential before entering the workforce. Prospective employers rightfully seek committed, diligent, and trustworthy employees with excellent communication, writing and interpersonal skills. I am confident in possessing these qualities and I am eager to expand my knowledge, receive guidance, and serve with dedication and diligence to continuously improve myself.

EDUCATION

Mntanenkosi High School 2010

Grade 12

Umfolozi TVET College 2016

National Certificate in Financial Management

Modules/Areas of Interest

- Financial Accounting N4-N6
- Cost & Management
- Accounting N4-N6
- Computer Financial System N4-N6
- Economics N4-N6
- Management Communication N4
- Entrepreneurship & Business Management N4

PROFESSIONAL EXPERIENCE

Inseta 06/2017 – 07/2018

Short Term Insurance – Customer Service Learnership

Duties

- Oversee and support customer service representatives, ensuring they are well-trained, motivated, and meeting performance standard.
- Develop and implement strategies to improve the overall customer experience, addressing feedback and resolving issues effectively.
- Identify and refine processes to increase efficiency and effectiveness in handling customer inquiries.
- Monitor and evaluate service interactions to ensure compliance with company policies and industry regulations, maintaining high service standards.
- Analyze customer service metrics and trends to inform decision-making, drive improvements, and report on team performance to upper management.

Hollywood 05/2026 – 07/2026

Betting Clerk

Duties:

- Be knowledge on all betting rules, odds types, confirmation limit.
- Cash management: Manage daily cash transactions on shortage.
- Manage cash according to process to prevent theft/fraud.
- Customer services – Greet with service with a smile build relationship with regular punters.

SKILLS

- Ability to work independently and manage multiple tasks simultaneously.
- Outstanding communication and emotional intelligence
- Professionalism
- The ability to listen and persuade
- Computer literature (MS Office 2008)
- Good telephone etiquette
- Knowledge on monthly statistics and reports of the facility.

KNOWLEDGE OF LEGISLATIONS FRAMEWORK

Computer skills (Microsoft word and PowerPoint), Verbal and written.

Communication, problem solving, leadership experience and organization skills.

Basic Accounting System (BAS)

Pastel (Financial Accounting System)

REFERENCES

Mr Samkele Maphululo

Branch Manager

072 926 8329

Mr B Z Masinga

Teacher

083 523 2915

Thembeke Ndlovu

Team Leader

073 091 7136

DECLARATION

I solemnly confirm all the information provided above is true to the best of my knowledge and belief. I understand that any false information supplied could lead to my application for this opportunity being disqualified. I am on a immediate availability to start working.