

ZANELE ZETHU HLONGWANE

Customer Service | Administration | Sales | Retail

Johannesburg, Gauteng | 084 872 4663 | zanelepru98@gmail.com

LinkedIn: <https://www.linkedin.com/in/zaneleprudence-08204b338>

PROFESSIONAL PROFILE

Customer-focused professional with experience in insurance sales, school administration and corporate client service, and a Bachelor's degree in Education from the University of South Africa. Confident communicator in four languages, comfortable speaking to clients by phone, email and face to face. Builds positive client relationships, works under pressure to meet targets, and is trusted to work independently with minimal supervision. Looking for a customer service, administration, sales or retail role where reliability and people skills add value from day one.

CORE SKILLS

Customer Service • Sales • Lead Generation • Administrative Support • Data Capturing • Reception • Filing • Telephone and Email Communication • Microsoft Office, Outlook and Excel • Problem Solving • Time Management • Reliability

PROFESSIONAL EXPERIENCE

Sales Representative | Emerald Life Insurance, Gauteng | Feb 2021 – Mar 2023

- Presented life insurance products to prospective clients, explaining policy benefits, terms and premiums
- Sourced sales leads through cold calling, field outreach and referrals
- Assisted applicants to complete policy documentation and submit it correctly for processing
- Built positive client relationships while working under pressure to meet sales targets

Administration | Mayibuye Primary School, Gauteng | Jun 2021 – Jul 2022

- Managed daily office administration and reception
- Captured data and maintained an accurate filing system
- Handled emails, phone calls and school enquiries professionally

Cleaner | Humana People to People, Soweto | Feb 2024 – Jul 2024

- Cleaned and maintained corporate offices, boardrooms, kitchens and restrooms to high hygiene standards
- Followed cleaning schedules and checklists, completing all areas on time with minimal supervision
- Restocked supplies, reported shortages, and stored equipment and chemicals safely in line with health and safety standards
- Maintained 100% attendance and was trusted with office keys for after-hours cleaning

EDUCATION

Bachelor's Degree in Education | University of South Africa | Completed 2025

Higher Certificate in Adult Basic Education and Training | University of South Africa | Completed 2019

Matric (Grade 12) | Phehello Secondary School | 2016

LANGUAGES

English | isiZulu | Sesotho | Setswana

REFERENCES

Sibongile Mashabela | Team Leader, Emerald Life Insurance
067 069 3580 | sibongilehlongwane638@gmail.com

Mbali Gamede | Supervisor, Humana People to People
076 319 5195 | Mbaligamede@gmail.com