

CURRICULUM VITAE OF MBALI BUTHELEZI

PERSONAL DETAILS

Surname	: Buthelezi
Name	: Mbali
Date of Birth	: 2003-04-30
Identity Number	: 030430 0658 081
Nationality	: South African
Gender	: Female
Marital Status	: Single
Home Language	: IsiZulu
Other Languages	: English
Health Status	: Good
Criminal Record	: None

CONTACT DETAILS

Address	: No. 369 – 6th Avenue Alexandra 2090
Contact No	: 084 075 9338
Email Address	: buthelezimbali110@gmail.com

EDUCATIONAL QUALIFICATION

Last School Attended	: Bheka Abantu High School
Highest Grade Passed	: Grade 12
Subjects Passed	: IsiZulu English Geography Life Orientation History Tourism Mathematical Literacy
Year	: 2021

OTHER QUALIFICATIONS

Name of Institution : KVR Training

Course : Generic Management

Modules:

- Business administration skills
- Time management skills
- People management skill
- Team management skills
- Microsoft Publisher
- Emailing

Year : 2025

Name of Institution : Ilulo Empowerment Technologies

Course : Call Center

Modules:

- Introduction to Call Center
- Understanding Inbound & Outbound
- Call Center Technologies
- Call Management
- Communication Skills
- Customer Service Skills
- Touching Typing
- Microsoft Word – Advanced
- Microsoft Excel – Advanced
- Telephone Etiquette

Year : 2024

Name of Institution : Alison Advance Learning System

Course : Basic Computer Certificate

Modules:

- Introduction to Call Center
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Publisher
- Emailing

Year : 2024

WORK EXPERIENCE

Name of Company	: Mogapi Educational Group
Position	: Human Resource Co-Ordinator Intern
Duration	: 12 Months
Reason for Leaving	: End of Contract
Name of Company	: Sales Force Services
Position	: Call Center Agent
Duration	: 5 Months
Reason for Leaving	: End of Contract

REFERENCE

Contact Person	: Agrineth Mazibuko
Position	: Manager
Contact No	: 084 209 1530

Certificate

OF COMPLETION

This is to certify that

Mbali Buthelezi

LEARNER ID NO. **0304300658081**

has completed the following unit standard programme / skills programme / qualification

QUALIFICATION TITLE **National Certificate: Management**

QUALIFICATION ID **83946 LP 23654**

QUALIFICATION NQF LEVEL **3**

28 January 2026

DATE OF ISSUE

Reinhardt Roets

AUTHORISED NAME OF SDP

CN0003204

CERTIFICATE NO.



SIGNATURE

17-QA/ACC/1050/15

ACCREDITATION NO.



Accreditation:

NERSETA: 07-QA/ACC/1050/15 | SERVICES SETA: 4186 | TETA: 17-838 | USSETA- LGTS-1024-130234 | FOOD&BEV SETA: 4186 | SABPP- 611121101KVR | W&R SETA: 4186 | MICT SETA: 19A/00/2018/07/0013

STATEMENT OF RESULTS / STAAT VAN UITSLAE
SENIOR CERTIFICATE / SENIOR SERTIFIKAAT

JUNE/JUNIE 2024

BUTHELEZI MBALI

EXAMINATION NUMBER / EKSAMENNNOMMER: B8162123240008

CENTRE / SENTRUM: B 8162123 THUTOMFUNDO ADULT CENTRE (D-EKURHULENI SOUTH)

K = SUBJECT HAS BEEN CONDONED


HEAD OF DEPARTMENT
DEPARTEMENTSHOOF

DATE / DATUM 2024/07/31

Achievement level Prestasievlak	Achievement Description Prestasiebeskrywing	Marks % Punte %
7	Outstanding achievement / Uitmuntende prestasie	80 - 100
6	Meritorious achievement / Verdienstelike prestasie	70 - 79
5	Substantial achievement / Beduidende prestasie	60 - 69
4	Adequate achievement / Voldoende prestasie	50 - 59
3	Moderate achievement / Matige prestasie	40 - 49
2	Elementary achievement / Basiese prestasie	30 - 39