

TEBOHO NHLAPO

PROFILE

I am an accountable, innovative, reliable, and honest person. I am a team player, who is dedicated and committed to achieving great results and meeting strict deadlines.

As I am a goal orientated person, I am willing to explore the work avenues that will give me the necessary and required work experience, together with my previously acquired knowledge, to make a positive impact on the organization for which I work with.

PERSONAL DETAILS

Date of birth: 1995-04-15
ID number: 950415 5758 081
Gender: Male
Nationality: South African
Driver's license: None
Criminal offence: None

CONTACT

069 749 4308
067 231 9165

EMAIL ADDRESS

nhlapotebohoB@gmail.com

PHYSICAL ADDRESS

2750 Ruth Street Phase 2
Tshepisoong
Roodepoort
1724

SECONDARY EDUCATION

[School name: Raymond Mhlaba Secondary School]
2015 **[Grade 12]**

Subjects:

- IsiZulu Home Language
- English First Additional Language
- Mathematical Literacy
- Life Orientation
- Geography
- History
- Life Sciences

TERTIARY EDUCATION

[Institution name: HWSETA Institute for Sustainable Risk Management]

2016 **[Certificate in Call Centre Agent NQF Level 2]**

Modules:

- Work as member of a Contact Centre Team
- Gather and provide relevant information to contribute to contact centre problem solving
- Collect and record information queries and requests from customers
- Contribute to a diverse working environment in a Contact Centre
- Identify and respond to customer needs in a Contact Centre
- Handle a range of customer complaints in Contact Centres
- Instill in myself a personal Contact Centre culture

OTHER CERTIFICATE:

- **2023:** Work Readiness Phase 1

WORK EXPERIENCE

[Company name: Afrika Tikkun Services]

Mar 2019 – Nov 2019 **[Position: Work Readiness Services]**

Duties:

- Professionalism
- Customer centric
- Self-Mastery
- Teachable
- Collaboration
- Problem solving
- Decision making
- Communication and Computer Skills

Reason for leaving: End of contract

SKILLS AND COMPETENCIES

- Good communication skills (verbal and written)
- Computer Skills
- Time management
- Team collaboration
- Attention to detail
- Adaptability
- Active listening skills
- Decision making abilities
- Motivated and discipline
- Loyal and integrity
- Ability to take initiative and work independently
- Ability to work under pressure and meet deadlines

[Company name: Combination Printers & Projects]

Jan 2020 – Jan 2021 [Position: General Worker]

Duties:

- Loading and unloading: Transport materials, goods, or equipment to and from designated areas
- Site maintenance: Ensure cleanliness and organization of workspaces or job sites
- Assisting Skilled Workers: Support technicians or operations in daily tasks, preparing work areas as needed

Reason for leaving: End of contract

REFERENCES

Name : Mrs K. Mokgathle
Company : Combination Printers & Projects
Relationship : Marketing Director
Contact : 011 334 8858
Email : Combpatrik@telcomsa.com

Name : Mr. Patrick Mokgathle
Company : Combination Printers & Projects
Relationship : Founder & Marketing Director
Contact : 082 530 2734

Name : Mr. Tebogo Mathe
Company : KFC - BFlorida
Relationship : Regional Manager
Contact : 011 672 1510

Name : Miss Bongzi Zuba
Company : KFC, Florida
Relationship : Store Manager
Contact : 011 672 1510