

NOLWAZI FAITH NKOSI

Johannesburg, Gauteng, South Africa

Open to Remote Work

Phone: [+27 79 295 4495](tel:+27792954495)

Tax Number: [2674077181](#)

Email Address: nolwazilwazy95@gmail.com

ID: [010806087408](#)

PROFESSIONAL SUMMARY

Results-driven Sales and Customer Support professional with experience in **telephone sales, customer service, and customer engagement**. Experienced in selling **MultiChoice DStv insurance and holiday insurance products** through outbound calls. Skilled in identifying customer needs, explaining products, handling objections, closing sales, and working toward sales targets and KPIs. Strong communication skills with the ability to build rapport with customers and deliver professional service.

CORE SKILLS

- Telephone Sales & Telesales
- Inbound & Outbound Calls
- Product Sales & Promotion
- Customer Acquisition
- Sales Targets & KPIs
- Customer Needs Assessment
- Objection Handling
- Upselling & Cross-Selling
- Customer Service
- CRM Systems
- Lead Management
- Customer Complaint Resolution
- Live Chat Support
- Microsoft Office

PROFESSIONAL EXPERIENCE

Sales Consultant – ISON

February 2024 – July 2026

- Conducted outbound telephone sales to prospective and existing customers.
- Sold **MultiChoice DStv insurance products** to customers over the phone.
- Explained product benefits, terms, and coverage clearly to customers.
- Identified customer needs and recommended suitable insurance products.
- Handled customer questions and objections professionally to increase successful sales.
- Maintained accurate customer information and sales records.
- Worked toward individual and team sales targets and daily KPIs.
- Provided professional customer service throughout the sales process.

Sales Consultant – SSDA

July 2023 – January 2024

- Conducted outbound telephone sales to customers and prospective clients.
- Sold **holiday insurance products** over the phone.
- Engaged customers professionally and identified opportunities to generate sales.
- Explained product features, benefits, and terms to customers.
- Handled objections and customer queries to support successful sales conversions.
- Maintained accurate customer and sales information.
- Worked toward daily and monthly sales targets and performance KPIs.

Chat Support

January 2023 – June 2023

- Assisted customers through live chat and responded to customer enquiries professionally.
- Handled multiple customer conversations while meeting response-time KPIs.
- Resolved customer queries efficiently and provided accurate information.
- Documented customer interactions accurately.

Shop Assistant

August 2022 – December 2022

- Assisted customers with product enquiries and purchases.
- Processed POS transactions accurately.
- Handled cash management and stock control.
- Provided friendly and professional customer service.

Assistant Teacher

April 2022 – August 2022

- Provided academic support to learners.
- Assisted with classroom administration and daily activities.
- Communicated effectively with learners and staff.

EDUCATION

BA in Forensic Science and Technology (In Progress)

University of South Africa (UNISA)

Electrical Engineering (NQF Level) Gert

Sibande College | 2020 – 2021

National Senior Certificate

Musi Comprehensive High School | 2019

LANGUAGES

- English
- IsiZulu
- Tsonga
- Southern Sotho
- Xhosa

REFERENCES

BG Sibanyoni – Mavambo ITS (Director/HR)

Tel - 011 342 0014 / 068 564 3753

Miss D Nghonyama - HR Manager
0692450176

Mr Vilakazi - Store Manager
0713456376