

CV OF TEBOGO SEKHWELA

Call Center Agent for 1 year

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PROFESSIONAL SUMMARY

Detail-oriented and customer-focused administrative professional with experience in customer service, data capturing, document management, and call centre operations. Skilled in handling customer queries, maintaining accurate records, and working with confidential information while meeting performance targets and deadlines. Proficient in Microsoft Office, customer relationship management, and administrative support functions. Strong communication, teamwork, and problem-solving abilities with a commitment to delivering excellent service and operational efficiency

WORK EXPERIENCE

call center Agent

2024 October 01 – 2025 September 30

Nedbank

Sandton

- Captured and updated customer information accurately on internal systems.
- Maintained accurate records of customer calls, requests, and resolutions.
- Assisted customers with banking-related queries and provided professional customer support.
- Ensured compliance with company policies and data privacy regulations.
- Promoted banking products and services through cross-selling and upselling techniques.
- Worked effectively within performance targets and service level standards

cadet

May 2024 – October 2025

Germiston Library

Germiston

- Assisted with administrative and computer-based tasks within the library.
- Scanned, photocopied, printed, and filed documents accurately.
- Supported community members with basic computer and digital literacy assistance.
- Captured attendance registers and programme-related data for ECD activities.
- Compiled reports and maintained records for library programmes and activities.Education

EDUCATION

Bcompt in Financial Accounting

Unisa

Final year

higher certificate in accounting science

unisa

2021

Matric

jeppe education center

2017

SKILLS

- Data Capturing & Data Management
- Call Centre Operations
- Administrative Support
- Customer Service & Client Relations
- OperationsMicrosoft Office (Word, Email, Basic Computer Skills)
- Document Processing & Filing
- Attention to details
- confidential information handling
- Teamwork and Reliability

REFERENCES

Ms Ntsako Ngobeni

Team leader

Team leader , Nedbank

0783012692 • NtsakoNgo@Nedbank.co.za

Mrs Edith Kruger

Former Manager

Supervisor , Germiston Library

0119991737