

NOLUTHANDO MOONLIGHT MHLONGO

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PROFESSIONAL PROFILE

Motivated and adaptable candidate seeking an opportunity in logistics, freight forwarding and supply chain operations through the 2027 Youth Employment Service (YES) Programme. Brings customer service and contact-centre experience, computer literacy, accurate record-keeping, problem-solving skills and an interest in learning logistics processes. Willing to learn, work under pressure and contribute positively to a team.

KEY SKILLS

- Customer service and professional telephone communication
- Problem-solving and handling customer queries
- Computer literacy and accurate data capture
- Teamwork and clear communication
- Time management and meeting deadlines
- Adaptability, attention to detail and willingness to learn
- Workplace health and safety awareness
- Introductory knowledge of logistics and supply chain management

RELEVANT EXPERIENCE

Contact Centre Learner | Nova Organisation *September 2025 – February 2026*

- Answered inbound calls professionally and assisted customers with enquiries.
- Resolved customer queries efficiently and referred complex matters when needed.
- Captured and updated customer information accurately.
- Used computer systems to record customer interactions and support administrative tasks.
- Communicated respectfully with customers and worked cooperatively with colleagues.

Domestic Worker *11 months*

- Maintained clean, organised and hygienic work areas.
- Managed tasks responsibly, followed instructions and paid attention to detail.

EDUCATION

Matric / Grade 12 — 2018

N1 Electrical Engineering

CERTIFICATES & SHORT COURSES

Logistics & Supply Chain Management; Occupational Health & Safety; First Aid; Incident Investigation; Risk Assessment; Health, Food & Hygiene; Fire Safety.

ADDITIONAL INFORMATION

References available on request.