

THAMSANQA MOYO SALES CV

Sales Consultant | Call Centre Agent | Customer Service
Johannesburg, Gauteng — Lawley 2
062 123 9476 | thamsanqamoyo02moyo@gmail.com

PROFESSIONAL SUMMARY

Motivated and customer-focused Sales Consultant and Call Centre Agent with experience in financial services, telesales, customer acquisition, product promotion and customer support. Experienced in presenting financial products, identifying customer needs, handling objections and working toward sales targets. Recognized as **Employee of the Month in September 2024** for strong performance. Confident communicating with customers in English, isiZulu and Sesotho. Seeking a Sales Consultant, Sales Agent, Telesales or Call Centre position where strong communication and sales skills can contribute to business growth.

CORE SKILLS

Sales & Telesales
Customer Service
Customer Acquisition
Lead Generation
Product Promotion
Financial Product Sales
Credit & Loan Products
Insurance Products
Store Card Products
Upselling & Cross-Selling
Objection Handling
Customer Needs Analysis
Telephone Communication
Complaint Resolution
Sales Target Achievement
Persuasive Communication
Relationship Building
Teamwork
Time Management
Remote Customer Support

PROFESSIONAL EXPERIENCE

Call Centre Agent

BOTctl — Remote/Online**October 2025 – June 2026**

Assisted customers through remote/online customer service and call centre channels.

Communicated professionally with customers to understand their needs and provide appropriate assistance.

Handled customer enquiries and provided clear and accurate information.

Used effective communication and active listening to understand and resolve customer concerns.

Maintained a professional and customer-focused approach during customer interactions.

Worked independently in a remote environment while maintaining productivity and service standards.

Demonstrated patience, problem-

solving and effective telephone communication when dealing with customers.

Financial Services Provider / Marketing Agent

Credico Financial Services — Johannesburg CBD**May 2024 – January 2025**

Promoted and sold financial products to prospective and existing customers.

Presented **credit and loan products, insurance products and store card products** according to customer needs.

Engaged prospective customers through direct and telephone-based sales activities.

Identified customer requirements and recommended suitable financial products.

Explained product features, benefits and requirements clearly to customers.

Handled customer questions and objections professionally to support sales conversion.

Built positive customer relationships through professional communication and follow-up.

Worked toward sales targets and performance expectations.

Maintained a motivated and results-focused approach in a commission-based sales environment.

Recognized as Employee of the Month in September 2024 for strong performance.

EDUCATION

National Senior Certificate (Matric)

Completed 2022

LANGUAGES

English — Good professional communication
isiZulu — Fluent
Sesotho — Good communication

ADDITIONAL INFORMATION

Available for Sales Consultant, Sales Agent, Telesales and Call Centre positions

Comfortable working in customer-facing and telephone-based environments

Comfortable working remotely

Driver's Licence: Not currently held

REFERENCES

Lungsani Mentor:084 072 5859

Sandile call Centre :068 0637267