

SIBEKO NQOBILE

078 941 0488 | nqobilesibeko19@gmail.com | Bezuidenhout Valley, Johannesburg

PROFESSIONAL SUMMARY

Customer-focused and reliable call centre and sales professional with an N6 Certificate in Marketing Management and practical experience handling inbound and outbound calls, customer follow-ups, lead generation and CRM administration. Confident communicating with customers, identifying their needs, providing professional assistance and maintaining accurate client information. Able to work under pressure, meet deadlines and maintain a positive attitude in high-volume environments. Seeking a Call Centre Agent, Customer Service Consultant, Contact Centre Consultant or Telemarketing position.

CALL CENTRE SKILLS

Customer Service • Inbound & Outbound Calls • Telephone Etiquette • Customer Enquiries • Client Follow-Up • Lead Generation • Telemarketing • CRM Administration • Complaint & Issue Resolution • Communication • Active Listening • Problem Solving • Sales Support • Computer Literacy • Data Capturing • Time Management • Teamwork • Working Under Pressure

WORK EXPERIENCE

Atlegang Growth SA | Marketing and Sales Intern | 2024 – 2025

- Handled inbound and outbound customer calls and conducted follow-up calls with clients and prospective customers.
- Communicated professionally with customers to understand their needs and identify suitable sales opportunities.
- Supported outbound email marketing and WhatsApp outreach campaigns to generate qualified leads.
- Followed up with leads and maintained regular communication to support the customer journey and sales process.
- Maintained and updated CRM records with accurate customer, lead and follow-up information.
- Assisted with customer engagement across digital platforms and responded to enquiries from followers.
- Tracked marketing and sales activities and prepared weekly and monthly reports for management.
- Worked as part of a team while managing multiple tasks, deadlines and customer-related activities.

EDUCATION

Central Johannesburg TVET College

N6 Certificate – Marketing Management

Sobantu Secondary School

Grade 12