Tshegofatso Seleke

46303 Sage street Doornkop Soweto Ext 4
068 206 5519 | thoriwatlego@yahoo.com

Objective

I am result oriented professional with experience in sales and marketing, customer engagement, and customer service. Strong background in client relations, lead generation, customer support, and communication. Currently seeking new employment opportunities to contribute to organisational growth while developing professionally in a fast-paced environment.

Education

- **Nirvana Secondary School** 2014

  Grade 12

Certification & Training

- **Impact college**
  • Firefighting certificate
  • First Aid certificate
  • Hazardous Materials (Hazmat) Awareness

Skills

- • Sales and negotiation skills • Marketing strategy and planning • Lead generation and prospecting • Customer relationship management • Communication and interpersonal skills • Presentation and persuasion skills • Business development • Market research and analysis • Problem-solving abilities • Time management and organisational skills • Target-driven and results-oriented • Networking and relationship building • Computer literacy (Microsoft Office &Sales force) • Social media and digital marketing knowledge • Team collaboration and coordination

Experience

- **3way Marketing** 2020 - 2021
  Sales & Marketing Consultant
  • Identifying and approaching potential clients to generate new business opportunities.
  • Conducting market research to understand customer needs and industry trends.
  • Developing and implementing sales and marketing strategies.
  • Building and maintaining strong relationships with clients.
  • Preparing quotations, proposals, and presentations for clients.
  • Attending networking events, exhibitions, and client meetings.
  • Monitoring competitors and identifying opportunities for business growth.

- **Home Grown Network** 2021 - 2022
  Customer Engagement Agent
  • Engaged with prospective customers to promote products and services.

• Scheduled appointments and transferred qualified leads to the sales team.
• Maintained accurate customer records and updated on sales force.
• Assisted in generating new business opportunities through proactive outreach.
• Responded to customer inquiries and provided excellent customer service.
• Achieved daily and monthly customer engagement targets.

- **1life insurance** 2023 - 2025
  Customer Service Representatives
  • Assisted customers with inquiries, complaints, and service-related issues
  • Provided accurate information regarding company products and services
  • Handled customer interactions via phone, email, and face-to-face communication
  • Resolved customer complaints efficiently while maintaining professionalism
  • Maintained accurate customer records and updated on sales force
  • Escalated unresolved issues to the relevant departments for resolution
  • Achieved customer service targets and maintained high service standards

Reference

- **Amogelang Nkwane - "1life Insurance "**
  Team Leader
  0685481547

- **Lindiwe Mngoma - "Home Grown Network"**
  Manager
  0846028132