Sibonelo Faith Cebekhulu

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Personal Details

- Gender: Female
- Marital status: Single
- Driver's License: Code 8
- ID number: 790626 0843 082

Objective

I am a determined, hard worker who thrives under pressure. My objective in my work capacity is to plan, prioritise and organize effectively. I work well independently as well as part of a team. I consistently work to meet deadlines and reach targets. I am always eager to learn as I am a firm believer of growth and development.

Experience

Mamba Guarding (Pty) Ltd (Voestalpine High Performance Metals)

April 2014 – To date

Position Held: Security Officer

Key Responsibilities

- Inspect and patrol premises regularly.
- Monitor property entrance.
- Authorize entrance of people and vehicles.
- Report any suspicious behaviours and happenings.
- Secure all exits, doors and windows.
- Provide excellent customer service.
- Ensure operation of security equipment

Patriot Brands (Pty) Limited
May 2003 – March 2014
Position Held: Packer and Packager

Key Responsibilities

- Attempt to persuade customer to reconsider cancellation.
- Mark and label containers, container tags, or products, using marking tools.
- Measure, weigh, and count products and materials.
- Examine and inspect containers, materials, and products to ensure that packing specifications are met.
- Record product, packaging, and order information on specified forms and records.

- Remove completed or defective products or materials, placing them on moving equipment such as conveyors or in specified areas such as loading docks.
- Seal containers or materials, using glues, fasteners, nails, and hand tools.
- Load materials and products into package processing equipment.
- Assemble, line, and pad cartons, crates, and containers, using hand tools.
- Inform customer of deals and promotions
- Sell products and services.
- Utilize computer technology to handle high call volumes.
- Work with customer service manager to ensure proper customer service is being delivered.
- Close out or open call records
- Compile reports on overall customer satisfaction.
- Read from scripts.
- Handle changes in policies or renewals.
- Resolve customer complaints via phone, email and mail.
- Contribute to team effort by accomplishing related results as needed.
- Identify and assess customers' needs to achieve satisfaction.
- Build sustainable relationships of trust through open and interactive communication.
- Provide accurate, valid and complete information by using the right methods/tools.
- Meet personal/team sales targets and call handling quotas.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies.
- Go the extra mile to engage customers.
- Resolve customer complaints via phone, email, mail or social media.
- Use telephones to reach out to customers and verify account information.
- Manage large amounts of incoming calls.
- Generate sales leads.

Reason for leaving – Resigned

Education & Training

SWG College
Human Resource Management N6:
Dates : July 2020 – Pending
Subjects **:**

- Communication Management
- Computer Practice
- Personnel Management
- Personnel Training

- Entrepreneur Business Management

Prince Myayiza High School
Highest grade passed: Grade 12 (Matric)
Year: 2003
Subject Passed :

- English
- Isizulu,
- Computer Practice
- Office Practice
- Biology
- Public Administration

Professional and personal Strength /Skills:

- Hard worker
- Attention to detail.
- Customer Service
- Meeting and greeting clients

Reference

Mr Chester Mathebula
Position: Manager
Mamba Guarding (Pty) Ltd
Tel: 011 571 2323
Cell: 074 978 9810
Email: chester.mathebula@voestalpine.com

Mr Lawrence Mlunngu
Position: Production manager
Patriot Brands (Pty) Limited
Tel: 011 083 8600
Cell: 078 336 6483
Email: **lawrence.mlungu@patriotbrands.com**