Zikhona Zokwe

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Phone: 082 303 3828

Location: Tembisa, Johannesburg, 1632

Citizenship: South African citizen

Available immediately

Professional Profile

Business Management graduate with hands on experience in telesales and administration. Recently completed certifications in Intro to Cybersecurity, Intro to AI and Intro to Data Analysis, demonstrating strong initiative and technical curiosity. Skilled in customer service, conflict resolution and Microsoft Office. Reliable, quick to learn and ready to contribute to dynamic team.

Education

Business Management N6(complete: 2024)

Motheo TVET College

National Senior Certificate (grade 12)

Navalsig High School (complete: 2022)

Certificate & Short Courses

Certificate	Completion	Provider
STEAM Club 2021	2021	STEAM Club BFN
Intro to Cybersecurity	2026	Netcampus Group
Intro to AI	2026	Netcampus Group
Intro to Data Analysis	2026	Netcampus Group

Work Experience

Telesales & Administrator

Bomore Group (PTY) LTD – Bloemfontein

Aug 2024- Nov2024

- Customer calls daily for sales and support
- Managed customer records, data entry and administrative tasks using Excel
- Resolved client complaints effectively using conflict resolution skills
- Improved customers follow up efficiency by organising client schedules

Skills

Technical skills

- Microsoft Office (Word, Excel and Outlook)
- AI literacy awareness
- Data analysis concepts
- Cybersecurity fundamentals (Basic)

Soft skills

- Customer service and conflict resolution
- Time management and multitasking
- Strategic planning
- Team collaboration and active listening

Languages

Language	**Proficiency**
English	Fluent
Afrikaans	Moderate
IsiXhosa	Fluent
Sesotho	Fluent
IsiZulu	Moderate
Setswana	Moderate

References

- Xolani Jamjam- 081 588 1655
- Maleshaona Molokomme- 062 697 8016

Reference available upon request