GUGULETHU VERONICA NKOSI

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Objective

Motivated professional with over 5 years of experience in client communication, CRM systems, and administrative support, seeking a stable opportunity in office support, customer service, or related business functions. Open to roles beyond sales where I can contribute and grow within a professional environment.

Experience

- **SHEilds Health & Safety** October 2025 - Present
  Enrolment Specialist - (Fixed-term Contract)
  • Managed enrolment and onboarding of prospective clients/students
  • Captured, updated, and maintained accurate client records on CRM systems
  • Conducted follow-ups with leads via calls, WhatsApp, and email communication
  • Assisted clients with registration processes and required documentation
  • Performed administrative duties including data entry, filing, and record keeping
  • Maintained and organised client pipelines within CRM for tracking and reporting
  • Handled customer queries and provided detailed information on services/courses
  • Supported sales and conversion targets through consistent follow-ups and engagement
  • Ensured confidentiality and accuracy of all client and company information
  • Worked in a target-driven environment with daily performance expectations

- **REGENESYS BUSINESS SCHOOL** April 2021 - August 2025
  Student Advisor
  • Contacted prospective students daily through outbound and inbound calls
  • Provided information and guidance on available courses, study options, and career pathways
  • Assisted students in choosing suitable programmes based on their goals and needs
  • Managed the full admissions process from enquiry to registration/enrolment
  • Maintained and updated student information using CRM systems accurately
  • Followed up on leads and maintained a strong sales pipeline
  • Achieved targets through consistent communication and effective closing techniques
  • Handled student queries, concerns, and objections in a professional manner
  • Built and maintained relationships with prospective students to support conversion
  • Worked in a high-pressure, target-driven environment with daily call quotas
  • Collaborated with internal teams to ensure smooth onboarding of students

- **DEPARTMENT OF EMPLOYMENT & LABOUR** July 2020 - December 2020
  Office Support - 6 Months Contract
  • Provided general administrative and office support within the department
  • Assisted with filing, scanning, and organizing official documents and records
  • Captured and updated data on internal systems and spreadsheets
  • Handled incoming calls, queries, and directed clients to the correct departments
  • Assisted with scheduling, appointments, and coordinating office activities
  • Prepared and processed documents for verification and approval
  • Maintained accurate record keeping and ensured proper document control
  • Supported staff with day-to-day administrative tasks as required
  • Ensured confidentiality and proper handling of sensitive information

• Assisted with front desk duties and client reception when needed

CERTIFICATIONS & TRAINING

- • Institute of Occupational Safety and Health (IOSH) – Working Safely Course
  • Certificate obtained: Successfully passed

Education

- **KHUNJULIWE SECONDARY SCHOOL** January 2011 - November 2015
  GRADE 12

Skills

- • Customer Service & Client Communication • Sales & Lead Conversion • CRM Systems & Data Entry • Administrative Support • Record Keeping & Documentation • Telephone & Email Communication • Problem Solving & Objection Handling • Target-Driven Performance • Time Management • Microsoft Office (Word, Excel, Outlook)

Reference

- **References available upon request - ""**