Anelisa Baba

Personal Details

ID Number:
9103191243081

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Gauteng, South Africa

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Email:
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LinkedIn:

Languages

English
Zulu
Sotho
Xhosa

Skills Matrix

MS Office
CRM Mobile & Fixed line (Amdoc)
Overture
Huawei
EAS
Sales Force

Career Chronology

Sales Consultant, 02/2021
Telkom SA

Helpdesk Agent, 02/2017 - 07/2019
Telkom SA

Sales Administrator, 2016 (6-month contract)
Clever Debt Consulting, South Africa

Brand Ambassador, 2000 – 2015
Classique Promotions, South Africa

Education

Cabin Crew Training, 2019 (CCM License)
EPT Aviation Training, South Africa

Contact Centre operation Certificate NQF, 2017
Telkom Skills Development Programme, Telkom, South Africa

Diploma in Marketing Management, 2014
Central Johannesburg College, South Africa

Senior Certificate / Grade 12, 2009
Tsosoloso ya Afrika Secondary, South Africa

Experience

Sales Consultant, 02/2021

- Identify and Develop Leads: Research and identify potential clients in the event industry, focusing on building a robust sales pipeline.
- Client Engagement: Initiate and maintain contact with prospective clients through phone calls, emails, and online/in-person meetings.
- Negotiate Contracts: Collaborate with clients to negotiate terms and close sales agreements.
- Relationship Management: Build and maintain strong, long-lasting relationships with clients to ensure repeat business and referrals.
- Market Analysis: Stay up to date with industry trends and competitor activities to identify new opportunities for growth.
- Collaborate with Team: Work closely with the marketing and operations teams to ensure seamless service delivery and client satisfaction.

Helpdesk Agent, 02/2017 - 07/2019
Telkom SA

- Taking calls that are routed to the stores
- Assist with customers queries (check the available stock on hand, network
- coverage, cancelations and solve customer's queries/complaints),
- Retain cancelling and existing customers,
- Sign new customer's applications,
- Do order follow ups telephonically,
- Educate customers on product knowledge,
- Liaise with customers
- Transfer customers to the correct departments for relevant queries

REASON FOR LEAVING – Career advancement opportunity

Sales Administrator, 2016
Clever Debt Consulting, South Africa

- Marketing the company's product telephonically,
- Cold call new clients and explain service offered,
- Turning old leads into sales,
- Do follow ups on existing clients (After-sale)
- Take incoming calls from prospective,
- Do and review clients credit reports,
- Advise clients on managing their finances based on their credits report.

REASON FOR LEAVING – Conclusion of Contract

Brand Ambassador, 2000 – 2015
Classique Promotions, South Africa

- Promoting new and old products, introducing new packaging changes on
- the product, selling products to customers &Do promotional events on
- brands activations.

REASON FOR LEAVING –

References

Mr M Matidze
Lecture at Central Johannesburg College
011 351 6000

Melanie Misselhorn
Manager at Telkom SA
012 642 1871 / 081 527 3489

Mokete Mofokeng
Marketing Director at Classique Promotion
011 310 1336/061 839 3021