



Profile

Surname : Sangweni
Names : Mbali
Date of Birth : 13 May 1992
Identity No. : 920513 0245 08 3
Gender : Female
Marital Status : Single
Nationality : South African
Home Language : Zulu
Other languages : English, Afrikaans,
Zulu and Sotho
Health : Good
Driver's License : Code 10

Education History

Seana-Marena High School
Grade 12

Milpark Business School
NQF Level 5 Banking Advice FAIS

+27 82 641 9344 | +27 81 712 3387
mbarly13@gmail.com
16 11th Street, Orange Grove
Johannesburg

MBALI SANGWENI

Summary

I seek challenging opportunities where I can fully use my skills for the success of the organization to enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

Work Experience

Boston Scientific

(Inventory Controller)

01 May 2020 – 31 March 2021

Role and Responsibilities

- Planning and scheduling meetings with hospital stock controllers (Johannesburg Region)
- Maintain the supply and demand for inventory
- Ensuring that there is an adequate stock available
- Ensuring that stock orders are delivered
- Manage inventory balance
- Liase with Sales Reps and Management
- Consignment mix optimization in all actions demonstrate a primary commitment to patient safety and product quality by maintaining compliance to the quality policy and all other documents procedures.



Transunion

(Inbound Telesales)

2017/08-2018/08

Role and Responsibilities

- Customer services
- Reading financial briefings on their credit report
- Assessing, analyzing and interpreting complicated financial information
- Help to enhance the quality of credit applications
- Selling Transunion membership Subscriptions



Singular Systems

(Office Administrator)

2018/09 – 30 April 2020

Role and Responsibilities of a Share Dealer Administrator

- Assist with share enquiries from shareholders via email
- Building relationships with shareholders
- Routing and screening all incoming calls
- Distributing messages to appropriate team members
- Perform and supervise general office activities
- managing appointment calendars and filing



Skills

- Multi-Lingual skills
- Strong work ethic
- Customer Services
- Communication
- Adaptability
- Time Management

References

Reference 1

Khathutshelo Muleya (Team Leader- ABSA)
073 637 0902

Reference 2

Mpho Matsie (Manager- ABSA)
(011) 269 2660

Reference 3

Rhulane Mashaba (Team Leader-MTN)
083 200 1076

Reference 4

Anthea Nye Clinical Sales Representative (Boston Scientific) 082 909 7492

Reference 5

Molebogeng Maimela
Supply Chain Manager (Boston Scientific)
073 993 6262

ABSA

(Sales Consultant)
2016/02-2017/03



Role and Responsibilities

- Opening accounts loan application
- Reaching sales targets
- Identifying customers' needs before rendering a sale
- Meet Monthly target sales and year-to-date sales
- Assisted in branch administration and operations and security
- Time management and filling
- Meet with clients, both in and out of the office

ABSA

(Small Business Inbound Call Centre)
2015/02-2016/01



Role and Responsibilities of Outbound Consultant

- Make courtesy calls for onboarding new small business clients
- Advice on FICA required documents
- Upsell additional financial product(loans, credit cards, finance
- Advise small businesses and organizations on best-in-class online marketing strategies.
- Refer new businesses to small business workshops to network with other business owners

ABSA

(SQL Administrator)
2013/07-2015/01



Role and Responsibilities

- Answer incoming calls to assist with the internet banking
- Call Logging and Telephony systems Customer Service at first of point of contact
- Record keeping
- Telephony monitoring
- Capturing campaigns correctly
- Monitoring of systems

Bank Seta

(Learnership)
2012/02-2013/03



Role and Responsibilities

Teller:

- Receiving deposits and loan payments
- Cash Handling
- Pay out personal loans
- Recording night and mail deposit

Reference 6
Matthew Seforo
Team Leader (FNB)
0114307000

Customer Services Clerk:

- Answer and respond to bank customers' inquiries on financial transactions
- Process and accept deposits and loan payments from bank customers

MTN

(Post Paid Customer service agent)

April 2021 – October 2021



Role and Responsibilities

- Courteously and timeously answer all inbound telephone calls
- Maintain customer relationships.
- Ensure that service levels meet standards
- Identify processes and procedures where the quality of work may be improved.
- Ensure MTN quality standards are implemented correctly.

Stryker SA

Data Capturer / Administrator

Role and Responsibilities

Apr 2022 – 31 October 2022



- Correcting of existing BOM contents on the kits
- Increasing the traceability of implants used in cases
- Scheduling meeting and answering calls on behalf of the Ops manager
- Capturing of amended lot numbers on the MFG system
- Generating of excel spreadsheet from the MFG system

SSEM

Tender Administrator

01 November 2021 – 01 November 2022



- To be in contact with the public sector
- Build relationships with them
- To complete and coordinate tender submissions.
- Assist with the compilation of tenders and administrative support –
- Help prepare, source and catalogue standard information required for bid/tender submissions such as tax clearance certificates, BBBEE certificates, product certificates etc.

First National Bank

Procurement Helpdesk

07 November 2022 – To date

- Provide solution/guidance to handle incoming queries on phone calls/emails and portal
- Handle escalations
- Carry out triaging and advise requester to correct buying channel & support all Procurement related matter
- Helpdesk Support – log on helpdesk queries in ticketing system
- Ensure all queries are processed and compliant with client policies and procedures
- Ability to solve problem within given SLA