

# ASANDA NCAPHO

Johannesburg South, Skycity 0797471960

Email :ajncaphe@gmail.com

I am an enthusiastic, versatile, self-motivated and task-oriented Bachelor of Art general graduate with majors in communication and psychology who is prepared to achieve the desired job description, I am seeking to obtain a rewarding position in a reputable organisation where I can acquire experience and skills in the best possible way to achieve the organisation's goals and visions. I am also looking for new challenges and opportunities to gain new skills and enhance my skills and knowledge.

## EXPERIENCE

01 SEPTEMBER 2021 – 31 AUGUST 2022

### CUSTOMER CARE CONSULTANT, ARTISAN TRAINING INSTITUTE

- Answering calls in a polite manner
- Calling debtors and collecting overdue payments
- Filing
- Processing leave accruals from HR department
- Data Capturing
- Conducting recruitment and interviews for learnership programs
- Registering student for E-learning
- Assisting student with writing online career assessment
- Working as a receptionist twice a week, operating switchboard
- Attending to visitors and directing them to the right department
- Directing calls to right department or extension

10 SEPTEMBER 2018 – 31 JULY 2020

### CALL CENTER AGENT, INQUEST INVESTIGATION

- Calling debtors daily
- Capturing data
- Debt collecting and negotiating payment plan with debtors.

November 2012- August 2016

### CASHIER AND PACKER, PRESIDENT HYPER

- Collecting payment and giving appropriate change
- Maintaining receipts records and withdrawals
- Counting the content of cash register drawer at the end of each shift

## EDUCATION

UNIVERSITY OF SOUTH AFRICA (UNISA)

COMPLETED-2022

**BACHELOR OF ARTS GENERAL (MAJORS COMMUNICATION AND PSYCHOLOGY)**

MANDISA SHICEKA HIGH

COMPLETED 2010

**NATIONAL SENIOR CERTIFICATE**

## **SKILLS**

- Sage Pastel Accounting
- Strong written and verbal communication
- Proficient with Microsoft Office
- Able to multi-task and prioritize work effectively
- Strong time management skills
- Strong interpersonal skills
- Attention to detail
- Willing to learn
- Adaptable
- Confidentiality
- Strong moral and professional ethics
- Emotional intelligence
- Strong team work skills
- Self-Starter

## **REFERENCES**

**NB: REFERENCES WILL BE MADE AVAILABLE UPON REQUEST.**