



NOMBULELO PRIMROSE NSIBANDE

Customer Service Agent

Objective: To obtain a challenging, highly motivated and demanding position that will further enhance my knowledge and skills – where I can add value to the system and the organization.

PROFILE

Client focused Customer Service agent for a year in the medical device industry.

Meticulous and results-orientated team player with expertise on Oracle systems.

Personable relationship builder with polished communication skills.

CONTACT

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WEBSITE:

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HOBBIES

Reading books
cooking

EDUCATION

Ivory Park Secondary School

2013 – 2016
Matrix certificate

Jeppe College

2017-2018
Financial Management certificate

University of South Africa

2019-2021
Economics and management Science certificate
2022- current
Supply chain and logistics (bachelor's degree)

WORK EXPERIENCE

Merit Medical South Africa – Customer Service Specialist

April 2023– current

- Served as point of escalation for complex customer queries, capturing timely resolution to drive client retention.
- Built rapport with customers through courteous and professional communication.
- Assisted in fulfillment of customer orders and quotations placed online and via email.
- Captured debt notes and sent to customers respectively.
- Searched, completed, and submitted tenders accordingly.
- Running Back Orders, Stock On Hand, Year to Date reports

Merit Medical South Africa - Administrative Assistant

- Answering phone calls and screening before transferring to different departments
- Filing
- Booking flights and accommodation
- Organizing social events
- Office decor

SKILLS

Complaint Investigation and management
Transaction processing (SAP etc)
Cross-functional collaboration
Microsoft tools