

Zakhele Nyathi

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As a dedicated and reliable professional with a degree in Commerce, I bring a strong initiative and exceptional team collaboration skills to the table. My ability to quickly comprehend complex concepts and translate them into easily understandable terms has proven invaluable in client interactions. My academic background from Wits University has fostered a deep passion for organizational structures, enhancing my communication skills and making me a key player in resolving inquiries efficiently. My robust organizational and time management abilities, coupled with an unwavering commitment to customer service, make me an ideal candidate for commerce-oriented roles.

Willing to relocate: Anywhere

Work Experience

Client service inten

Digital planet - Johannesburg, Gauteng
May 2023 to Present

- Meeting the needs and expectations of clients, enhancing their satisfaction and maintaining positive relationships.
- Resolving inquiries or complaints, offering product or service information, providing guidance, and offering after-sales support.
- Contributing to customer loyalty, repeat business, positive word-of-mouth, and overall business growth, demonstrating my commitment to excellent customer service and my ability to contribute to a company's success.

Call Centre Agent

University Of The Witwatersrand - Johannesburg, Gauteng
January 2023 to March 2023

- Managed high-volume inbound calls and emails, providing exceptional customer service to students, faculty, and staff members.
- Resolved issues related to registration, financial aid, tuition payments, etc., demonstrating my problem-solving skills and commitment to customer satisfaction.
- Maintained accurate records of interactions in the CRM system, showcasing my organizational skills and attention to detail.

Fieldwork Supervisor

Statistics South Africa - Johannesburg, Gauteng
January 2022 to April 2022

- Managed and supervised field work teams, ensuring tasks were completed on schedule and within budget.
- Conducted site visits to ensure adherence to safety regulations and quality standards, demonstrating my leadership skills and attention to detail.

- Developed and implemented training programs for new hires, showcasing my ability to mentor and guide others.
- Coordinated with clients to address any concerns or issues, reflecting my strong communication skills and client-focused approach.

Sales Consultant

Vision Marketing - Johannesburg, Gauteng
February 2021 to October 2021

- Exceeded monthly sales targets by an average of 35%, demonstrating my strong sales skills and dedication.
- Conducted market research and analysis to identify potential clients, showcasing my analytical skills and strategic thinking.
- Built and maintained strong relationships with clients, resulting in a high rate of customer retention.
- Collaborated with team members to implement new marketing initiatives, highlighting my teamwork skills and initiative.

general worker

McDonald's SA - Johannesburg, Gauteng
April 2018 to February 2021

- Served as a General Worker at McDonald's SA, where I honed my skills in customer service and operations management.
- Assisted in various tasks including food preparation, cleaning, and customer service, demonstrating my ability to adapt to different roles.
- Maintained a clean and organized work environment, showcasing my attention to detail and commitment to customer satisfaction.
- Adhered to safety procedures and guidelines, reflecting my responsibility and reliability.

Education

NQF Level 7 in Bachelor of Commerce (DMNL)

University of the Witwatersrand - Johannesburg, Gauteng
February 2020 to December 2022

NQF Level 4 in Matric

Phoenix college of Johannesburg - Johannesburg, Gauteng
January 2015 to September 2017

Skills

- Customer service
- Organizational skills
- Microsoft Office
- Communication skills
- Leadership
- SAP Finance & Controlling
- Administrative experience

Certifications and Licenses

- **TEFL (Teaching English as a Foreign Language), Teacher Record, 2023:** Developed skills in teaching English to non-native speakers, enhancing my communication and understanding of diverse cultures
- **Excel 365 Intermediate, Coursera, 2023:** Gained proficiency in using Excel 365, enhancing my data analysis and management skills, crucial in the commerce field.
- **Cyber security, Numata Business IT, 2023:** Gained the skills to implement and manage security measures, ensuring the integrity of business operations and the safety of customer data.