

# Mzoxolo Nomlala

2 Sondela Place Newlands West Durban 4001

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## Experience

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- **Mr Price Sport** June 2020 - May 2021  
Store Associate
- **CCI South Africa** August 2022 - Current  
Customer and Technical Support Services  
In my experience as a customer support representative at CCI, I have accumulated the knowledge and the idea of how BPOs operate and how to ensure you give proper customer service to customers whether it be sales, technical or just basic customer service because I have worked in a sales campaign, customer and technical services campaigns and that's how I got to understand how set KPI assist in growing the business.

## Education

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- **Indawana High School** 2019  
National Senior Certificate  
Admission to bachelors degree
- **University of KwaZulu-Natal** 2024  
BA Philosophy Politics and Law

## Skills

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- Ms excel and Google sheets
- Project management
- Data analysis
- CRM tools (Salesforce and Kustomer)
- Adaptability, team work, attention to detail, problem solving

## Personal Details

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- Date of Birth : 10 June 2001
- Gender : Male

## Reference

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- **Cohen Munsamy - "CCI South Africa "**  
Operations Manager  
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- **Kathy Pillay - "CCI South Africa "**  
Team Leader  
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- **Brandon Norsworthy - "CCI South Africa "**  
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