



# MABOTHALE FESTINA KWAKWA

SKILLED GRADUATE

## MAIN OBJECTIVE

I am a hard working, honest individual and always willing to learn new skills. I am friendly, helpful and have a good sense of humor. I am able to work independently in busy environments and also within a team setting. I am outgoing and tactful, and able to listen effectively when solving problems.

## SKILLS

- Customer service
- Cooperation and coordination with various departments
- Strong negotiation and selling skills
- Problem solving skills
- Great communicator

## CONTACT DETAILS

**Address:** 6 Reeder's Street  
Unit 3 - Cloudland Flats  
Haddon  
2190

**Cellphone no:** 067 716 6357

**Email:** tshidikwakwa80@gmail.com

## WORK EXPERIENCE

### Store Promoter

Creative Counsel | June 2010 - November 2010

- Demonstrating and providing information on promoted products
- Distributing product samples and brochures to source new sales opportunities
- Creating a positive image and leading customers to use it

### Virgin Mobile - Randburg

Salesperson | July 2016 - October 2016

- Helping customers find products in store
- Keeping track of inventory
- Providing customers with information about items

### Ilpha House

Sales consultant | Nov 2016 - Feb 2017

- Selling products and services that the company offers
- Responding to new and current customers regarding complaints and service inquiries
- Representing the company's brand and values

### McKay Take Away

Customer service consultant | April 2017 - July 2017

- Administer all customer orders
- Providing appropriate consultation to customers for various products
- Manage all customer issues and resolve all complaints effectively

### MMM Wedding & Events

Administrative Assistant | July 2018 - Jan 2019

- Scheduling meetings and appointments
- Taking notes and minutes in meetings
- Answering and directing phone calls to relevant staff

### Credit Clear

TeleSales | Aug 2019 - Feb 2020

- Reaching out to existing and potential customers to present our product and service offering
- Addressing any questions or issues customers may have
- Communicating with customers to understand their requirements and needs

## ACADEMIC HISTORY

### Believers Care Society

Project Management | 2016

End-user Computer Literacy | 2016

### St. Ignatious College

Grade 12 | Passed

## REFERENCES

1. **Mandisa Dlamini | The Creative Counsel**

Promotions Team Leader

010 492 9900 / 078 316 3152

2. **Alexander Theme | Believers Care Society**

Development Team Leader

011 434 1894

073 538 2855