**CURRICULUM VITAE**

Name & Surname : **KOENA**

Email : koena.320932@2freemail.com

**PERSONAL DATA**

Nationality : South African

Sex : Female

Marital status : Single

Date of birth : January 12,1990

**OBJECTIVES**

Seeking a job that offers a vibrant workplace where I can use my 3 years solid customer service representatives experience and proven customer-relationship strengths to achieve challenging sales goals, position where my skills and experience can effectively be utilized to increase sales revenue.

**PROFESSIONAL PROFILE**

A dynamic, resourceful and hard-working with excellent interpersonal skills and the ability to communicate concisely at all levels. A self-starting person who has lots to offer in terms of enthusiasm with the ability to bring high standards to the workplace. Enjoys being part of a successful and productive team,proven through work experience and involvement with the organizations. A good problem solver who enjoys helping people as much as possible, with excellent customer care experience, both face to face and over the telephone. Pays great attention to detail and would make a significant contribution to the business.

**PERSONAL KEY SKILLS**

* Problem solving skills and patient
* Written and verbal communication skills
* Strong customer service skills
* Excellent telephone manner
* Self- motivation and ability to take the initiative
* Team work and flexibility, ability to work well under pressure
* Punctuality and time-keeping, able to take on responsibility
* Quick learner, keen to learn and improve skills

**EMPLOYMENT HISTORY**

Amusement park, FUN CITY (LANDMARK GROUP)

From : January 2014-current

Position : Customer service representative

**EDUCATION**

Name of school : Nkgopoleng Secondary School

From :2003-2007

Matric Certificate (Grade 12)

College :FET College,2008

Course :Certicate in Finance,Economics and Accounting