**Ngonidzashe.352152@2freemail.com**

**Ngonidzashe**

**PROFILE**

A highly motivated, hard working, goal oriented History and International Affairs grandaunt. I am equipped with the right aptitudes required to contribute and channel resources, processes and training towards the effective attainment of business goals. I consider myself a fast learner and a team player. I can add inestimable contributions to any team, primarily because I am committed to delivering excellent results and effecting positive change. I possess excellent problem solving and analytical skills in addition to good written and verbal communication skills. I have a can-do attitude, with excellent organizational and time management skills. I work well with minimum supervision as demonstrated by my year as a student History teacher as well as my most recent role as a Sales Agent. I am keen on new work experiences where my academic, work experience and personal skills will be fully utilised.

**SKILLS & EXPERTISE**

* Creating a good first impression.
* Handling and recording cash payments from customers.
* Meeting customer expectations in areas such as timeliness, quality and consistency
* Building customer relationships and loyalty.
* Projecting a professional image face-to-face, on the phone and via e-mail.
* Ability to remain calm when dealing with emotional, difficult or distressed people.

**PROFESSIONAL EXPERIENCE**

**Cartrack – South Africa, (Credico Campaign Sales Agent) Aug 2016 – Feb 2017**

Cartrack provides fleet, mobile asset and workforce management solutions underpinned by real-time actionable business intelligence, delivered as Software-as-a-Service (‘SaaS’), plus the service of tracking and recovery of stolen vehicles. Cartrack also specialises in vehicle tracking and recovery, providing an invaluable service to combat vehicle theft in countries where crime is prevalent.

* Acquiring new customers via the Credico campaign
* Capturing customer’s details onto the company database
* Scheduling fitments for new customers
* Training new Customer Agents on the car tracking products and services
* Training new Agents on basic telesales techniques and direct marketing techniques
* Handling customer queries i.e., how to access their trackers via their mobile phones, product upgrades
* Assisting existing customers with their contract renewals.
* Handling customer complaints and escalating to the manager where I am unable to resolve.

**Eagleliner Coaches, (Sales and Customer Service Consultant) Jul 2015 – Jul 2016**

* Providing information about the packages and services
* Estimating the cost of the trip.
* Booking the tickets of their travelling.
* Developing itinerary as per customers’ convenience.
* Collecting payments from the customers and provided them with receipts
* Maintaining the data of customers
* Turning complaints into opportunities.
* Responding to all requests for information/enquiries quickly.
* Recording details of all inquiries, comments and complaints.
* Solving customer service problems.
* Keeping track of all team deadlines and targets.
* Logging, processing and progress chasing enquiries.
* Getting an encouraging feedback from customers on the service they have received.

**DatGold Consultancy, (Customer Service Consultant) Feb 2015 – Jun 2015**

* Responding appropriately to customer questions and comments.
* Identify gaps in a customer’s records & then collecting information to fill them in the gaps.
* Maintain and updating customer databases.
* Keeping accurate records of discussions or correspondence with customers.
* Undertaking general administrative duties like filing, photocopying and opening mail.
* Getting useful and informative feedback from customers.
* Answering telephone inquiries.
* Escalating serious issues to senior managers.

**Lord Malvern High School, (Student History Teacher) Sep 2012 – Jul 2013**

* Assisting the teacher in the management of pupils and the classroom.
* Helping children in their studies and all areas of the national curriculum.
* Providing general support and one-to-one assistance for pupils.
* Assisting with the preparation of a comfortable learning environment.
* Preparing class registers & accurately updating pupil records.
* Producing accurate and up-to-date records and reports as required.
* Organising and maintaining books, learning materials and resources.
* Involved in the planning and delivering of classes.
* Involved in the arranging of examinations.
* Preparing students for their exams by encouraging them and providing support.

**EDUCATION**

**Midlands State University 2010 – 2014**

BA Honours History and International Studies

**ZEDCO College 2008 – 2009**

3 A levels

**Mazowe Boys High School 2004 – 2007**

7 O levels

**SKILLS**

Leadership | Communication | Data Analysis | Operations | MS Excel | Customer Services | MS Word | MS PowerPoint | MS Outlook

**INTERESTS**

I have a keen interest for playing Rugby Union. I captained the Midlands State University Rugby Team in my final year at university. I was also selected for the Zimbabwe National Rugby 7s B team. I am currently playing for the Harare National Sports Club. I enjoy listening to music and travelling.

**REFERENCES**

Available on request