

# Okhona Gezengana

Flat B201 Moroka Manor, Mosethla Street, Marapong, 0556

■ oxygezengana@gmail.com | ■ 082 695 2436

LinkedIn: [www.linkedin.com/in/okhona-gezengana-09308020a](https://www.linkedin.com/in/okhona-gezengana-09308020a)

## Professional Summary

Motivated and results-driven **Sales and Customer Service Professional** with a solid background in public relations, client engagement, and CRM systems. Currently working as a **Sales Agent (Commission Only)** at **MWEB**, delivering high-quality remote sales and customer support. Skilled in lead generation, telemarketing, and relationship management with a passion for achieving sales targets and exceeding customer expectations. Proficient in using modern CRM platforms and Microsoft 365 tools to drive productivity and maintain strong client relationships.

## Core Competencies

- Sales & Customer Service Excellence
- Client Relationship Management (CRM)
- Telemarketing & Lead Conversion
- Communication & Negotiation Skills
- Remote Work & Digital Collaboration
- Strategic Thinking & Problem-Solving
- Public Relations & Brand Representation
- Microsoft 365 (Teams, Outlook, Excel, Word)
- CRM Systems: SAGE 300 People, Freshsales, Solid, Connex
- VPN Connectivity (OpenVPN)

## Professional Experience

### MWEB — Remote

*Sales Agent (Commission Only)* | June 2025 – Present

- Manage inbound and outbound sales, promoting MWEB internet services to potential clients.
- Utilize Freshsales CRM for lead tracking, conversion, and performance reporting.
- Maintain customer databases in SAGE 300 People and Connex CRM systems.
- Provide remote support via Teams, Outlook, and OpenVPN to ensure seamless service delivery.
- Consistently meet or exceed monthly sales and retention targets.
- Deliver professional customer experiences aligned with company service standards.

### Luhambo Marketing — Johannesburg

*Cold Calling Specialist* | June 2020 – November 2021

- Generated qualified leads through strategic cold calling and persuasive communication.
- Built and nurtured customer relationships, leading to high conversion rates.
- Exceeded individual sales targets through consistent outreach and follow-ups.

## **Market SA — Johannesburg**

*Sales Agent / Telemarketer* | June 2019 – January 2020

- Engaged with clients to promote services and products through direct sales channels.
- Collaborated with marketing teams to tailor sales strategies and promotional messaging.
- Strengthened brand awareness and customer loyalty through effective communication.

## **Quick and Easy — Durban**

*Admin, Customer Service, and Supervisor* | February 2018 – January 2019

- Delivered superior customer service while managing daily administrative operations.
- Supervised a small team to ensure operational efficiency and customer satisfaction.
- Improved service workflows and contributed to enhanced customer retention.

## **Education**

### **University of South Africa (UNISA)**

Diploma in Public Relations (Qualification Code: 90077)

### **Wartburg Kirchgord School — Pietermaritzburg**

Matric, November 2015

## **Technical Skills**

- CRM Systems: SAGE 300 People, Freshsales, Solid, Connex
- Microsoft 365 Suite: Teams, Outlook, Excel (Live Sheet), Word
- Networking Tools: OpenVPN
- Communication Platforms: Teams, Email, Remote Calling Systems

## **References**

Available upon request.