

NOKWANDA MANZI

📍 186 myhill road
Sea cow lake
Durban
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🚀 Skills

Active listening
Honest and reliable
Time management
Customer focused-attention to detail
Ability to up-skill and learn independently
Ability to work under pressure and multi task
Excellent verbal and written communication skills
Patience and empathy
Problem solving skills

👤 Reference

Nomfundo - "CCI"

Manager
0791084885

Nonsikeko maphumulo - "Huntswood "

manager
0815794792

🎯 Objective

Dedicated Virtual Assistant with over 7 years' experience in call center operations. Seeking to support customers with empathy, accuracy, and fast resolution while helping the team achieve service goals.

📁 Experience

- **CCI international** 1/02/2018 -
01/02/2021
customer service advisor (us client)
 - Handling customer inquiries by phone
 - Processing transactions
 - Providing product/service info
 - Keeping records updated
 - Meeting service targets
- **Nutun** 14/04/2021 -
21/03/2023
Virtual assistant
 - Managing large amounts of inbound and outbound calls in a timely manner
 - Identifying customers needs, clarify information, Keep records of all conversations in our call center database
 - Meet personal/team targets
- **Huntswood** 28/03/2023 -
06/05/2026
Virtual assistant
 - Handle inbound calls, email, live chat
 - Log interactions, notes, and customer details
 - Process payments, explain charges
 - meet KPI
 - Book, reschedule, and confirm appointment
 - Listen to issues, find solutions, and follow up
 - Explain products, services, policies, and FAQs

🎓 Education

- **Sea cow lake secondary** 2017
Grade 12