

CURRICULUM VITAE OF NANGOMUSO PHEWA

PERSONAL DETAILS

Surname	Phewa
First Names	Nangomuso
Nationality	South African
Identity Number	8408090748085
Marital Status	Single
Race	African
Gender	Female
Disability	Yes
Home Address	7 Corlette Mews
Home Language	IsiZulu
Other Languages	English, IsiXhosa
CONTACT DETAILS	
E-mail Address	nangomsop@gmail.com
Cellphone Number	0789589197/0825862511

ACADEMIC QUALIFICATIONS

Qualifications	Name of Institution	Year Obtained
National Diploma Operations Management	Durban University of Technology	2010
Grade 12(Senior Certificate)	Matric	2003

EMPLOYMENT HISTORY

Current Employer	First National Bank
Position	Call Center Agent: Fraud reporting
Dates of Service	06 /08/2020 to current

Responsibilities:

- Handle all telephone enquiries received effectively.
- Assisting clients with logging fraud incidents using SECM.
- Freezing customer's account and digital channel to prevent possible fraud.
- Cancellation of compromised cards i.e., lost or stolen card Order and issue new cards to clients Chasing funds internal and external.
- Assisting clients with follow up on the fraud cases.
- Unblocking customer's account using Hogan.
- Unblocking customer's online banking using Ossy's.
- Provide feedback to various clients.
- Provide quality customer service.
- Maintain a high level of client care.
- Resolve all credit card related queries efficiently and within agreed timeliness.
- Consolidation of credit card accounts
- Provide accurate product information to clients in line with standards and protocols
- Sold temporary loan and personal loan.

SKILLS AND COMPETENCIES:

- Empathy
- Quick-thinking
- Ability to retain information.
- Attention to detail.
- Organizational skills
- Effective communication

SPECIALIST KNOWLEDGE/SKILLS AQUIRED

Act/Policies	Skills
Public Finance Management Act (PFMA), Treasury Regulations, Contract Management Framework	Minutes taking, Report writing, Project Management skills
Knowledge of procurement policies and procedures	Interpersonal communication skills, time management
Basic Conditions of Employment Act, 1997 as amended and Public Service Act	Attention to detail, strong analytical skill

Previous Employer	First National Bank-Connect
Position	Sales consultant
Department	Finance
Dates of Service	07/08/2017-07/09/2020
<p>Responsibilities:</p> <ul style="list-style-type: none"> • Assist clients with policies relevant information. • Handle customer queries and service. • Perform data capturing of customer information. • Attend to other stakeholder enquiries. • Attend to telephonic customer enquiries. • Perform any other relevant duties attached to the job. • Selling Connect sim cards and devices <p>SKILLS AND COMPETENCIES:</p> <ul style="list-style-type: none"> • Compiling, analyzing, and reporting financial data • Maintaining accurate financial records. • Performing audits and resolving discrepancies • Strong analytical skill 	

COMPUTER LITERACY

Package	Level (basic, intermediate, Advance)
MS Word and MS Teams	Advance
MS Power point	Intermediate
MS Excel	Intermediate
Internet and Outlook	Advance

Previous Employer	VELOCITY
Position	Sales Consultant
Directorate	Marketing
Dates of Service	MARCH 2013 – MAY 2015

Responsibilities:

SKILLS AND COMPETENCIES:

- Assist clients with policies relevant information.
- Handle customer queries and service
- Perform data capturing of customer information.
- Attend to other stakeholder enquiries.
- Attend to telephonic customer enquiries.
- Perform any other relevant duties attached to the job

Previous Employer	Packo Foods
Position	Production Trainee
Dates of Service	07/02/2009- 28/02/2010

Responsibilities:

- Prepare required orders and send copies to the suppliers.
- Determine inventory requirements.
- Liaise with suppliers.
- Receive and process warehouse stock products
- Perform inventory control and ensure that quality standards are adhered to
- Keep clean and safe working environment and optimize space utilization\
- Ensure safety and sanitation regulations are adhered to.
- Participate in production planning meetings.
- Coordinate production schedule.
- Liaise with supervisors with regard to production schedule requirements and execution.
- Perform quality assurance on materials, products and equipment to detect defects.
- Meeting coordination
- Minutes taking and Report writing.
- Customer and supplier relationship
- Knowledge of procurement policies and procedures
- PFMA on procurement issues
- Computer Literacy (Microsoft Office Package & E-mail, Info extraction, presentation & data capturing)
- Customer service relations
- Knowledge of Public Service Regulations Act
- Planning, Analytic & Organizing
- Pro-active Problem Solving
- Communication (verbal and written) & Team participation acumen
- Knowledge of organizational development interventions such as organizational design and work-study investigations

SKILLS AND COMPETENCIES:

- Telephone etiquette- Display professional representation of the organization to internal employees, stakeholders and external customers through telephone communication.
- Verbal and written communication skills - Interact clearly with customers and all employees from different levels.
- Organization skills - Keep accurate records and find important information quickly
- Time management skills - Prioritize and complete variety of tasks throughout the day
- Patience and listening skills- Respond appropriately and interact positively with customers

PROFESSIONAL REFERENCES

Name : Ntswaki Monkge
Institution : First National Bank
Position : Team leader
Contact number : 0833480629

Name : Thembeke Biyela
Company : First National Bank

Position : Team leader
Contact number : 0835191399

Name : Russel Hove
Company : Packo Foods
Position : Operations Manager
Contact number : 032 533 1052