

MBANGO SLINDOKUHLE NEMAENZHE

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OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

PERSONAL DETAILS

- Date of Birth : 30/09/1996
- Gender : Female
- Drivers license : Code 8

EDUCATION

- **Ekurhuleni West TVET College**
2016
Hospitality
Level 4 (Matric)
- **Institute Of Sustainable Risk Management**
2016
Contact Center Certificate
Level 2

EXPERIENCE

- **BB truck Pretoria**
June 2023 - January 2024
Warranty administrator
Answering of calls for bookings
Opening and closing of job cards
Communication between customer and workshop
Supplying feedback to customer
Compiling of work in progress reports
Alerting customer of completion of vehicle
Follow up on ordered parts and advising customer
Submitting warranty claims
Requesting for pre authorization to go on with work from OEM
Handling of warranty store
- **BB Truck Pretoria**
April 2023 - May 2023
Workshop admin /Service advisor
Answering of calls for bookings
Opening and closing of job cards
Communication between customer and workshop
Supplying feedback to customer
Ensuring customer is given quotation on timeously manner
Compiling of work in progress reports
Handing in of job card for closure to costing and warranty clerks
Alerting customer of completion of vehicle
Follow up on ordered parts and advising customer

- **Bidvest McCarthy Kunene Motors**

June 2022 - March 2023

Service advisor

Answering of calls for bookings

Opening and closing of job cards

Communication between customer and workshop

Supplying feedback to customer

Ensuring customer is given quotation on timeously manner

Compiling of work in progress reports

Handing in of job card for closure to costing and warranty clerks

Alerting customer of completion of vehicle

Dealer first aider and injury on duty

Follow up on ordered parts and advising customer

- **Bidvest McCarthy Kunene Motors**

August 2021 - June 2022

Junior administrator

Compiling of workshop reports - cash outstanding, debtors and creditors, workshop expense analysis, credit notes, warranty aging analysis

Ordering of consumables, stationary and uniform

Cashier and Filing of job cards

Processing of cash payments to cash suppliers

Allocation of warranty claims

Allocation of cash payments

Visiting of customers for payments and order numbers for outstanding accounts

Dealer first aider and injury on duty

Training Co-ordinator

- **Bidvest McCarthy Volkswagen Arcadia**

April 2020 - July 2020

Bookings Clerk

Answering of calls for customer bookings and opening of job cards

Checking of campaigns and identifying customer method of payment for service and repairs

Job card preparation for service advisor

Assisting customers with queries relating to their service and repairs and escalation to workshop manager

Filing of workshop reports and job cards

Switchboard and directing of calls to relevant staff

- **Unlock'd and Volkswagen South Africa**

March 2019 - April 2020

Intern

Service department - Answering of calls for customer bookings and opening of job cards

Checking of campaigns and identifying customer method of payment for service and repairs

Job card preparation for service advisor

Assisting customers with queries relating to their service and repairs and escalation to workshop manager

Filing of workshop reports and job cards

Switchboard and directing of calls to relevant staff

Parts department - pre pack of parts for vehicle service

Supplying of workshop with parts using the ETKA system

Counting of oil

Binning of parts in allocated bins

- **Pandora Sandton City**

November 2018 - January 2018

Sales assistant (Part time)

Assisting customers with picking of jewellery items and gift wrapping items

Ringling of items on clarity system and upselling

Visual merchandising

Keeping store clean and neat

SKILLS

- Sales - upselling Team building Problem solving Decision making
- ADP Evolve Kerridge Microsoft office

REFERENCE

- **Chantelle Mulder - "BB truck pretoria"**
Workshop admin manager
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012 564 4000 / 083 948 5824
- **Charlene Zimmerman - "Bidvest McCarthy Kunene Motors "**
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- **Sara's Moonsammy - "Bidvest McCarthy Kunene Motors "**
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- **Khanyisile Mangwane - "Bidvest McCarthy Volkswagen "**
Workshop admin
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- **Hayley Nemaenzhe - "Pandora Sandton City"**
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