



Brenda (Ntombekhaya Cynthia) Njomba

F474 Mankayi Crescent, Kayalitsha, 7784

(Willing to relocate)

E-mail: mabee.njomba@gmail.com

Cell: 0745384908

Career Objective

Seeking to contribute positively and performance of the brand name through maximum Customer Satisfaction looking forward to a position that would allow me to utilize my potential and experience to solve customer problems and take the company to new heights.

Areas of Expertise

- Customer service administration
- Customer focus Telesales/marketing
- Staff training/development

- Retail sales
- Time management
- Identification of customer needs
- Interpersonal skills

Achievements

- Appointed to run an Aftersales Department at Brown's the Diamond Store branch in Cape Town after 2years of outstanding performance.

Education

- National Senior Certificate
Intsukumo High School-2005

Work Experience

- Bo ezaart Bauermeister Jewellery and Design CC.
Workshop Apprentice
April 2007-July 2011
- Browns the Diamond Company
Final Quality Check Officer/Administrator
Data Capture
Filing department Supervisor
Managing a mini service workshop
September 2013- 24 May 2016
- Shimansky Diamonds , Goldsmith from April 11 2016 - to date

Computer skills

- Proficient in Microsoft word,
- excel ,
- MS PowerPoint and
- tools used with it

Skills and Strengths

- Excellent telephone etiquette with very clear and bold voice
- Able to work individually or as a team
- Excellent written and verbal communication skills
- Good understanding of company's policies/processes and procedures
- Effectively communicate with people at different levels with or without minimum supervision meeting deadlines

Personal Details

Date of birth: 05 May 1984

Languages Known: English and Xhosa a bit of afrikaans

References

- **Kim** Boezaart, B oezaart Bauermeister Jewellery and Design CC.

Work: 021 883 2193 Cell: 0828249890

- Lawrance Mamabolo, Browns The Diamond Store;011 438 7920 Cell 072 384 7808
- Lynette, Shimansky Diamonds :0737731272