

Chamain Mbuyane

+27836325147

mbulele5439@gmail.com

Winchester Hills, 2091

EXPERIENCE

01/2024 - 12/2024

English Instructor

Marking Language School | Durban

- Offered additional support sessions for students requiring extra help, leading to marked improvements in their performance.
- Researched current trends in English content and instructional methods appropriate to teaching English to different learning styles.
- Established safe learning environment to make students feel comfortable, secure and confident.
- Evaluated students' comprehension of lessons through relevant test questions.
- Planned lessons with dynamic discussions and exercises to promote engagement.

07/2021 - 05/2022

Marketing Officer

Borwa Financial services | Durban

- Onboarded new customers efficiently by developing a database, listing uploading information, and defining related lists.
- Planned, organized, and executed events to enhance lead quality.
- Researched industry and marketplace trends to develop insights on brand consistency in our communications.
- Completed and submitted monthly and yearly reports to support executive decision-making.
- Enhanced customer loyalty programmes, creating targeted offers to increase retention and lifetime value.

02/2017 - 06/2021

Retention Consultant

Constellation Financial Services | Johannesburg

- Determined premium adjustments for policies and processed customer refunds.
- Addressed client queries and resolved complaints effectively.
- Negotiated terms with clients to secure policy renewals.
- Provided support for generating quotations and processing cancellations.
- Fostered strong rapport with customers.
- Resolved customer inquiries over telephone efficiently to minimize wait times.
- Handled customer inquiries regarding products, services, and company information.
- Applied forward-thinking strategies to address and fulfill customer requirements.

03/2015 - 01/2017

Receptionist/Administrator

Zitholama Cleaning and Hygiene | Winchester Hills, Mpumalanga

- Welcomed visitors and customers with a professional demeanour.

SUMMARY

Enthusiastic educator with strong foundation in language instruction and knack for engaging diverse learners. Adept at fostering supportive and inclusive classroom environment, encouraging students to build confidence in their language skills. Effective communicator with talent for adapting teaching methods to suit individual needs, ensuring every student feels valued and motivated.

SKILLS

- Brand building
- Brand messaging
- Behaviour management
- Motivational techniques
- Peer collaboration
- Online group sessions
- Marketing analytics
- Customer segmentation
- Sales promotions
- Promotions
- Sales support

PERSONAL INFORMATION

- Date of birth: 05/24/93
- Gender: Female
- Nationality: South African
- Marital status: Single

CUSTOM SECTION

Code 10 C1

REFERENCES

Louis Sibulele

Borwa Financial Services
078 804 7882
Sisanda Ngoveni
Mentor
072 957 0863
Theo Mathebula
Marking Language School
071 295 3027

- Enhanced customer service standards through regular training for reception personnel.
- Directed incoming calls to appropriate team members.
- Handled inbound calls, directing clients to appropriate representatives.
- Ensured compliance with internal procedures when taking delivery of packages and documents.
- Maintained a tidy and orderly reception area to create a welcoming environment for visitors.
- Resolved customer queries by addressing issues and escalating to management when necessary.
- Restocked inventory and ensured proper stock levels were maintained.
- Managed multi-line phone system, directing calls efficiently.

03/2013 - 10/2014
Sales Consultant
The Foschini Group | Mpumalanga

- Demonstrated urgency in responding to customer inquiries via email and voice messages.
- Organized and maintained merchandise to enhance consistent sales.
- Addressed client concerns swiftly to increase satisfaction levels.
- Guided customers visiting the store with inquiries and purchases.
- Handled both telephone and face-to-face information inquiries efficiently.
- Assessed client purchasing needs to identify optimal solutions.
- Provided customers with details of latest promotions to drive sales growth.

EDUCATION

2024
TEFL professional Institute - Teacher Record | Johannesburg, GP
TEFL

12/2012
Twin College High School
Grade 12

01/2025
University of South Africa | Johannesburg
HC: Law
Still Enrolled

Milpark Education
Class of Business: Short-term insurance personal lines

Moonstone
Regulatory examination: (RE5)

LANGUAGES

English: C1

Advanced

DRIVING LICENCE

- code C1