Contact

Phone
078 553 8092

Email
zanelekhml@yahoo.com

Address
Broadacres, Sandton 2021

Education

2014
NQF 4 Banking and Financial Support
Cornerstone

2012
High School Diploma
Phoenix College

Skills

- Research and due diligence
- Sales proficiency
- Interpersonal skills
- Negotiation
- Customer Relations
- Account management
- Coaching and mentoring
- New Business Development

Language

English
Afrikaans
IsiZulu
Spanish

Zanele Khumalo

Relationship Manager

Personable Customer Relations leader with over 8 years' experience in sales and customer service driven to exceed customer expectations while promoting adherence to company standards and guidelines. Proven history of fostering quick and successful problem resolution, improving customer satisfaction ratings. Demonstrated success in utilizing current technologies to broaden access between customer and organization and improve response time.

Experience

Jan 2022 - Jun 2022

Keller William Explore I Fourways, Sandton

Candidate Property Practitioner

- Advised and informed prospective clients on current market activities and conditions.
- Compared recently sold area properties to determine competitive market prices.
- Educated clients on changing or updating properties, buying and selling techniques and processes to maintain their property.
- Stayed up-to-date on property policies and regulations.
- Resolved client concerns related to sale or purchase of a home.
- Due Diligence on all contracts pertaining to the sale or purchase of a property.
- Assisted buyers with finding ideal homes by assessing needs, requirements and budgets.
- Liaised between buyers and sellers to establish favorable prices and negotiate contract terms.

June 2020 - Sep 2021

HearX I Grasfontein, Pretoria

Customer Relationship Manager Team Leader

- Managed department required call volume per day and coordinated department schedules to maximize coverage during peak hours.
- Implemented and expanded the use of Salesforce, which saved over 15 hours of manual work by sales team each week.
- Educated customers about hearing loss and hearing aid options.
- Processing online card payments.
- Scheduled appointments for potential customers.
- Provided thorough solutions to ensure quality of service.
- Assisted with conflict resolution during onboarding negotiations and acquisitions.
- Made customers aware of current and new programs and services.
- Managed customer relations on ongoing basis to maximize customer retention.
- Mentored and guided employees to foster proper completion of assigned duties.

2015 - 2017

Cultural Care Au pair I Bedford, New York

Au Pair

- Managed the schedules of the children, including the planning of engaging activities.
- Driving the children to school and any events like sports.
- Managed grocery shopping, preparation of nutritious meals and snacks.
- Execute light housekeeping including, laundry, vacuuming and bedroom tidying.
- Created and implemented diverse educational strategies to boost development. ie. Spanish, Math
- Used behavior modeling and specialized teaching techniques to share and reinforce social skills.
- Created lesson materials, visuals and digital presentations to supplement lesson plans.

Experience

Jun 2016 - Oct 2018

WesBank I Fairland, Randburg

Deal Maker

- Located desired vehicles at auctions and other dealerships.
- Completed registration paperwork and sales documentation.
- Responded to customer enquiries via telephone and email.
- Outlined sales, warranty and service procedures.
- Resolved customer concerns regarding loan financing and warranties.
- Increasing of new business production and achieves predetermined sales targets.
- Providing excellent customer service and maintaining relationships.
- Increases market share.
- Achieve agreed value added products, conversion rate fixed and linked rates ratio.
- Ensures that documentation being submitted complies with legislative requirements.

April 2014 - May 2016

WesBank I Fairland, Randburg

Corporate Contact Centre Agent

- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Sought out training opportunities to enhance customer relationship management abilities and further boost satisfaction scores.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Enhanced productivity by staying on top of call scripts and maintaining control over direction of conversations.
- Educated customers on company systems, form completion, and access to services.
- Demonstrated high attention to detail, organization, and ability to manage multiple tasks and projects simultaneously.
- Advising customers on their arrear amounts, balances and installments.
- Quoting settlements for corporate accounts and government subsidized accounts.
- Requesting refunds and write offs upon clients requests.
- Assisting corporate clients with new business leads.
- Assisting clients with on line application for business finance Communicate with customers via email.

References

Kevin Mahlangu | 076 464 1188 | Keller Williams

Martelle Bornman | 082 438 1229 | HearX

Jarmaine Letsholo | 083 293 2281 | HearX

Meagan Africa | 021 442 0807 | Cultural Care Au Pair

Lerato Ditabe | 011 418 5047 | WesBank