Zamathombela Mlata

0680691577 | Zamathombelamlata@gmail.com | Durban 4001

Objective

To obtain employment with a company that offers a positive working atmosphere, opportunities as well as the platform to implement new skills and technologies for the betterment of both its employees and the organization itself. I am a candidate who is eager to contribute to the work space a strong sense of dedication, ethical working boundaries and a variety of attributes that I believe will greatly benefit the company.

Education

Mount Currie SSS
National senior certificate
History stream
November 2017

Awards & acknowledgments

- ✓ On course certificates
- ✓ Jumpstart Retail Sales Program certificate
- ✓ MS Office Literate
- ✓ Introduction to SQL
- ✓ Point of Sales system

Experience

Customer Service
Carenet health| Umhlanga KZN 09/2025 – 10/2026

- Back office, voice and live chat.
- Patient support, setting appointments, escalating patient complaints.
- Billing, retentions and order tracking.

Reference: Akhona Sokhela
060 558 4361

Customer Service
Outworx solutions | Umhlanga KZN
01/2024 – 08/2025

- Customer account enquiries, account details editing, account information.
- Credit Limit increases, Fraud alert removals, late fee waivers and large purchase approvals.

Reference: Nonhlanhla Hlongwa
072 247 9177

- ✓ CXONE, Genesys systems
- ✓ Back office and customer service training

Retail Assistant
Mr Price clothing| Kokstad KZN
06/2023– 12/2023

- Receiving and counting stock, replenishment and merchandising.
- Cashier duties, isle cleanup and department facing.

Reference: Paul
079 727 3238

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