

Nokwanda Manzini

25 Rothsay Street, Benoni, 1501

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Personal Details

Date of Birth: 13 January 1995 Nationality: South African Gender: Female Marital Status: Single
Criminal Record: None Health: Good Languages: IsiZulu (Home), English Driver's License: Code
10 (C1)

Professional Summary

Motivated and detail-oriented professional with experience in verification, sales, compliance monitoring, and customer service. Strong communication and problem-solving skills with the ability to ensure regulatory compliance, evaluate sales quality, and maintain excellent client service standards. Proficient in Microsoft Office, call evaluation systems, and technical troubleshooting.

Education

Higher Certificate in Economics & Management Science University of South Africa (UNISA), 2015 – 2016

Employment History

Verification Officer

O'Keeffe & Swartz | Randburg, Gauteng 01 September 2022 – 20 April 2026

- Ensured sales calls compliance with FAIS, consumer protection laws, and company standards.
- Utilized tools like Crossell, Call Eval, Excel, and Outlook to verify and fix technical sales issues.
- Regularly exceeded verification targets ensuring 100% compliant business processes.

Sales Consultant

O'Keeffe & Swartz | Randburg, Gauteng March 2022 – August 2022

- Sold insurance products under supervision.
- Met performance targets and maintained excellent client interaction standards.

Teacher Assistant (PYEI)

Umyenzani Primary School | February 2021 – June 2021

- Assisted teachers with classroom tasks and supported student learning.

Sales Representative

Affinity Group | July 2020 – December 2020

- Sold insurance policies and met monthly targets.

Sales Consultant

National Accident Advice Helpline | December 2019 – February 2020

- Conducted sales calls and promoted accident-related services.

Skills

- Sales and Customer Service - Call Evaluation & Compliance - Microsoft Excel, Outlook - Communication (Written & Verbal) - Problem Solving and Teamwork

References

Lunathi Gazide – Team Leader, National Accident Advice Helpline – 061 898 0094 Veli Katane – Principal, Umyenzani Primary School – 073 892 9661 King Ditse – Team Leader, Affinity Group – 010 495 6519 / 065 933 4414 Amohelang Ndaba – Team Leader, O'Keeffe & Swartz – 065 915 4424 Dimpho Matshediso – Manager, O'Keeffe & Swartz – +27 82 345 9150