

# AWETHU MABECE

064 745 8810 | awethumabece@icloud.com | 94 Carnation Avenue, Dobsonville Gardens

## PROFILE

Professional and results-driven sales and administration specialist with experience in insurance sales, quality assurance, customer service, and office management. Known for strong communication, attention to detail, and the ability to work under pressure while consistently meeting performance targets. Highly adaptable, customer-focused, and capable of working independently or within a team.

## KEY SKILLS

Sales & Customer Service • Outbound Telemarketing • Upselling & Cross-Selling • Complaint Resolution • Quality Assurance & Compliance • Office Administration • Time Management • Communication & Interpersonal Skills

## PROFESSIONAL EXPERIENCE

### **Telesure Investment Holdings – Outbound Telemarketing Sales Agent** (2024 – 2025)

Responded to customer inquiries regarding products, services, and policies. • Resolved complaints by offering effective solutions and guidance. • Performed upselling and cross-selling to increase revenue. • Followed scripts and compliance guidelines accurately. • Met performance targets including call resolution and customer satisfaction. • Maintained product knowledge and managed time to achieve productivity goals.

### **O’Keeffe & Swartz – Outbound Telemarketing Sales Agent** (2022 – 2024)

Handled customer inquiries and provided accurate product information. • Resolved concerns professionally and promoted additional insurance products. • Met and exceeded sales and performance targets. • Maintained compliance with company standards and scripts.

### **i-Talk – Quality Assurer (Verification)** (2019 – 2020)

Monitored sales calls for compliance and ethical conduct. • Verified that clients were not misled during sales processes. • Maintained accurate quality assurance records.

### **BVH Transport Consulting – Local Team Assistant Manager** (2018 – 2019, Contract)

Reviewed and validated road tracks using the Phoenix System (Find My Transport). • Planned weekly schedules and validated operational data. • Managed project administration and weekly finances for data collectors.

### **Bulumko Corporate Law Advisers & Consultants – Secretary** (2014 – 2017)

Managed correspondence, records, and filing systems. • Prepared reports, presentations, and meeting documentation. • Served as a point of contact for clients and stakeholders. • Coordinated office administration and supported projects. • Maintained confidentiality and handled sensitive information.

## EDUCATION & QUALIFICATIONS

### **Cranfield Aviation Training – Cabin Crew Training** (2014)

Aviation Abbreviations & Definitions, Air Law, Aircraft Familiarisation, Safety & Emergency Procedures, Emergency Equipment, Aviation Medicine, Fire Fighting, Dangerous Goods, Ditching & Survival, Aircraft Type Rating (B737-200)

### **Tulip Combined School – Grade 12** (2013)

English, IsiZulu, History, Geography, Life Orientation, Mathematical Literacy, Tourism

## REFERENCES

Available on request.