

CURRICULUM VITAE OF YANELA JILIZA

CONTACT DETAILS

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CAREER OBJECTIVES

JUNIOR MANAGEMENT CONSULTANT, CLIENT SERVICES/MANAGEMENT TRAINEE

THROUGH MY STUDIES I HAVE GAINED EXTENSIVE MANAGEMENT SKILLS AND INTEND IMPLEMENTING THESE SKILLS INTO THE WIDE INDUSTRY OF MANAGEMENT. I INTEND TO COMBINE THE ACADEMIC KNOWLEDGE THAT I HAVE GAINED WITH MY EXPERIENCE, TO BRING AN EFFECTIVE CONTRIBUTION IN INNOVATING THE MANAGEMENT INDUSTRY.

MY SPECIAL INTERESTS ARE FINANCIAL MANAGEMENT AND ADMINISTRATIVE MANAGEMENT.

I AM EASY TO WORK WITH AS I AM QUICK LEARNER, COOPERATIVE AND A HARD WORKER.

APPLICANT PROFILE

Personal Details	Surname : Jiliza Name : Yanela Nationality : South African Ethnic Group : Black Home Language : Xhosa Other Languages : English(speak fluently, read & write) Afrikaans(read) Zulu (speak, read and write)
Technical Skills	<u>Highly Proficient</u> MS Word, MS Excel, MS Access,MS PowerPoint/Presentation

**Academic
Details**

Matriculation

School : Holy Cross High School
Year : 2006
Certificate : **Senior Certificate**
Subjects : English 2nd Language HG, Xhosa 1st Language HG,
Mathematics SG, Physical Science SG, Biology SG
Accounting HG

Tertiary Education

Walter Sisulu University(Ibika campus)

Diploma : **National diploma in Management(completed)**

Majors Modules

- ❖ Financial Management
- ❖ Administrative Management
- ❖ Management

University of Johannesburg (Bunting road campus)

Post-Graduate : Bachelor of Technology in Operations management(currently studying)

Major Modules

- ❖ Operations management
- ❖ Operations management techniques
- ❖ Quality planning and implementation
- ❖ Financial planning & control
- ❖ Research methodology

APPLICANT PROFILE

Employment/Work experience

Company Name : **Centre for learning and teaching development**
Walter Sisulu University
Job Title : Peer Assisted Learner(tutor &mentor)
Duration : 2009(February to November)

Projects Completed

1. Utilised the academic year 2009 as a **PAL leader** (Peer Assisted Learner), mentor and facilitator to my second year Management students (management 2 subject). Sustained the ability to work under pressure, meet deadlines and improve innovative decision making & mostly the distinct core in the field management.
2. Increased the pass rate of the students from 58% to 65% in the year 2009 within the diverse group of approximately 60 students.

Skills Acquired

Project Planning and implementation, management, Payment Processing,, Supervision and Controlling, Leadership and Knowledge Implementation, Financial Management and Costing.

Company Name : **Connexion & Communication technology inc.**
35 Nelson Mandela Drive,Mthatha Plaza mall
Shop no. 32
Mthatha
5099
Job Title : **Assistant manager/Coordinator**
Duration : 15 November 2009 to 15 January 2010

Projects Completed

1. Vacational work in which I dealt with client orders, complaints and consultancy in computer upgradements.
As a seasoned customer service consultant I first captured the voice of the customer to help bring the customer inside the organization, then I identified, measured and managed the opportunities meaningfully to improve the customer experience at key customer touch points and all the activities including reports were monitored by the manager.

Skills Acquired

Maintaining interpersonal relationship with clients and elevation of loyalty, retention and satisfaction.

Achieved a key lesson of accuracy, consistency including financial data analysis,credit

	<p>control evaluation & expansion of company resources utilising critical decision making procedures.</p>
<p>Activities, Interest and Achievements</p>	<p style="text-align: center;"><u>Achievements and Interests</u></p> <p>2009 : Management 2 certificate(as a tutor) 2009 : Certificate of commitment and alumnus</p> <p style="text-align: center;"><u>Developed Abilities</u></p> <p>-</p> <ul style="list-style-type: none"> • Adapt to the working environment • Get on with a wide variety of people • Developed strong abilities of patience as it is part of my field of work. • Improve my theoretical and practical knowledge in my field of work. • Improve my practical and theoretical knowledge of management and communication with people. • Critical decision making in dealing with clients