

# MATHAPELO GASIBE

DOB: 27 December 1994

073 685 5879



mgasibe@gmail.com



Orlando West, 1804



## EDUCATION

### Birnam Business College

Certificate in Human Resource  
2016

### Jabulani Technical High School

Grade 12  
2012

## SKILLS

- Reliable and independent
- Excellent interpersonal skills
- Good communication skill
- Leaderships Skills
- Adaptable and flexible
- Good Organizational Skills

## CERTIFICATIONS

Digital Marketing: Crafting a Winning  
Strategy  
2023

National Act Credit Certificate  
2021

## REFERENCES

Available upon request

## PROFESSIONAL EXPERIENCE

### Customer Specialist

Heycarter Renault | May 2023 – Current

- Utilizing Carter CRM system effectively to perform their role in line with company operating procedures.
- Ability to work effectively across all relevant systems.
- Strictly adhering to proper lead management processes.
- Follow proper procedures and rules in relation to validated transfers.
- Clearly communicate updates to their TL.
- Provide exceptional customers service as first customer point of contact

### F&I and Sales Consultant

Heycarter Renault | January 2020 – April 2023

- Welcome customers to the dealership and create a friendly and welcoming atmosphere.
- Understand customer requirements and budget constraints.
- Establish a positive relationship with potential customers to enhance the likelihood of future sales.
- Product Knowledge and Demonstrations
- Showcase vehicles and promotions to customers.
- Accompany customers on test drives and demonstrate vehicle features.
- Administrative Tasks
- Maintain records of customer interactions and manage a customer database.
- Assist customers in completing necessary paperwork for successful sales processing.
- Create and manage customer loyalty programs to enhance lifetime value.
- Organize and execute customer events related to the brand.
- Analyze customer feedback on product ranges and new releases.
- Evaluate program performance and recommend strategies for member engagement and growth.
- Provide support to dealers in executing customer-related activities.
- Coordinate with the brand and after sales department for long-term customer operation strategies.
- Safeguard the dealership by ensuring legal compliance.
- Verify the identity of customers and work diligently to prevent any fraudulent activity.
- Secure financing for both new and used vehicle buyers.

- Contribute to the dealership's revenue by selling protective options.
- Meticulously explain the intricacies of the deal to customers. For example APR, finance charges, total sale price, and other essential disclosures on the contract.
- Ensure that customers fully comprehend the terms they are agreeing to.
- Build and maintain positive relationships with lending institutions, vehicle service contract (VSC) providers, and insurance vendors.
- Provide training to the sales team regarding lease and finance programs.
- Collaborate with finance companies to offer competitive interest rates, simplifying the financing process for customers.

## **Sales Consultant**

Cell C | September 2018 – December 2020

- Welcoming Clients
- Ensure that all clients are welcomed professionally when they call.
- Responsible for creating a conducive environment within the service center.
- Maintaining cleanliness, organization, and a friendly atmosphere.
- Actively contribute to driving sales by providing information about products and services.
- Offer outstanding service to customers, addressing their queries and concerns effectively.
- Maintain and update relevant policies and procedures within the service center.
- Build and maintain relationships with customers

## **Sales Consultant**

Circle finance | January 2018 – August 2018

- Evaluate the financial health of the company, analyzing its assets, liabilities, and overall financial stability.
- Review investment strategies, assess risk factors, and recommend suitable investment options to clients. Sourcing
- Exploring avenues such as loans and funding to support business growth and expansion.
- Provide guidance to clients regarding stock market investments, helping them make informed decisions.
- Analyze financial data to predict future revenues and costs, ensuring effective financial planning.
- Staying informed about market dynamics and identifying potential risks or growth opportunities is crucial.

## **Team leader**

CMaxcell (Cell C) | 19 August 2016 – 13 April 2017

- Coaches team members to achieve their goals and develop essential skills.
- Providing regular feedback.
- Demonstrating desired skills and work ethic.
- Collaborating with team members to enhance their performance.
- Responsible for making decisions that impact the team's progress.
- Determining how to approach tasks.
- Developing plans to achieve project goals.
- Assigning tasks to team members.
- Monitoring progress to keep projects on track
- Distribute information to team members and stakeholders.
- Discuss strategies with the team.
- Provide clear instructions for task completion.
- Keep track of various tasks, employees, and documents.
- Organize work processes.
- Structure tasks efficiently.
- Ensure smooth coordination within the teams.
- Manage conflicts within the team.
- Mentor team members.
- Facilitate skill development.
- Encourage positive communication and bonding among team members

## **Campus Events Managements, Database Capturing , Social Co-coordinator**

Damelin | 15 January 2016 - 15 July 2016

- Ensure a smooth running of an event from conception to completion.
- Help to find an appropriate space for an event and reserve it.
- Pre-planning activities include site visits, communication with sales managers, event timing, and service planning involving staff deployment.
- Work closely with sales managers to meet client expectations.
- Establish clear communication with both back-of-house (BOH) and front-of-house (FOH) staff to ensure successful events.
- Attend catering meetings to gather relevant information about upcoming contracted functions.
- Ensuring rental, liquor, and equipment inventories are accurately opened and closed.
- Adhering to event deadlines and budgets.
- Providing effective oversight for event setup and staff management.
- Collaborating with sales managers and clients to achieve memorable and successful events.
- Preparing and sending out invitations to guests ahead of time.
- Coordinating event details such as weddings, birthdays, business meetings, and anniversaries.
- Operates, supports, and evolves existing legacy data sources.
- Collaborates with delivery teams to ensure data sources are developed and evolved with quality.

## **Sales Consultant /Telecommunications**

Cell C | 20 October 2014-June 2015

- Ensure that all clients are welcomed professionally when they call.
- Responsible for creating a conducive environment within the service center.
- Actively contribute to driving sales by providing information about products and services.
- Offer outstanding service to customers, addressing their queries and concerns effectively.
- Maintain and update relevant policies and procedures within the service center.
- Build and maintain relationships with customers.

## **Telesales**

Bruma Finance | 01 May 2013 - 30 November 2013

- Monitoring assigned accounts to identify outstanding debts
- Planning and implementing a course of action to recover outstanding payments
- Locating and contacting debtors to inquire of their payment status
- Negotiating pay for deadlines or payment plans
- Handling and answering questions or complaints from debtors
- Adhering by legal requirements when taking legal action against debtors