Nosipho Nxumalo

**OBJECTIVE**

**CONTACT**

**Address:**

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South.

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1868

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**Email:**

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I am a dedicated, organized, and methodical individual. I have good interpersonal skills, am an excellent team worker and am keen and very willing to learn and develop new skills. I am reliable and dependable and often seek new responsibilities within a wide range of employment areas. I have an active and dynamic approach to work and getting things done. I am determined and decisive. I identify and develop opportunities. Skilled professional ready to bring years’ experience and leadership abilities toward dynamic new role.

**WORK EXPERIENCE**

08/2021 – Present

Sales Support Specialist, Refinitiv (London Stock Exchange), Johannesburg, Sandton

**LANGUAGES**

English

Zulu

Sotho

Responsibilities:

* First line support for account managers on order process and system queries.
* Manage admin queries from clients and provide resolution or proper escalation of issues.
* Create CAAs and hand off to OMS with problem resolution.
* Entitlement’s support –user swaps, exchange / third party additions and removals, user lists.
* Billing accuracy, reconciliation and follow up of pending billing.
* Document handling – accuracy of order forms, find contracts when needed, process and validate cancellation requests/terms.
* Support GRC and Genesis with OMS team (trials, documentation, ELM, processing) with proactive escalation of issues/blockers as required.
* Provide initial administration guidance into large scale client projects e.g., product migrations, client mergers & large client rollouts
* Play a supporting role in the annual price increase process e.g., reporting on contractual exceptions and business exceptions
* Pipelines clean up – inspection of the open pipeline on an on-going basis to help find Duplicates in Salesforce, Assist Sales/Account Directors with Sales Forecasting, and automation accuracy to check that any system driven pipeline is accurate and not introducing inaccurate info into pipeline.
* Soft-disconnection post BOC (breach of contract) sent to the client

& make sure the opportunity is created

08/2019 – 07/2021

Administrative/ P.A, Refinitiv (London Stock Exchange), Johannesburg, Sandton

Responsibilities:

* Project Management.
* First line support for account managers on order process and system queries
* To take specific responsibility for administration within one function and may in addition have Executive Assistant duties.
* Carrying out administrative duties to meet departmental needs.
* Organizing workload to comply with deadlines and priorities.
* Providing administrative services for departmental projects.
* Performing advanced administrative duties such as working with suppliers, originating reports, composing correspondence, updating manuals, maintaining logs, and maintaining and updating department files.
* Liaising with other departments, specifically accounts in relation to producing and checking invoices, banking, and purchase orders.
* Some executive assistant duties, including managing calendars, travel, expenses, and mail.
* Use a variety of computer databases and applications.

12/2018 – 08/2019

Content Management, Opera Mini, Johannesburg, Sandton Responsibilities:

* Team leader
* Work closely with engineers to provide feedback for machine learning.
* Deal with basic tasks like collecting news sources, extracting keywords, labelling samples.
* Track the latest news, curating and making sure the hottest news and topics are in the CMS.
* Track, understand and categorize different news sources.
* Skill for rewriting long headlines into shorter format for handheld devices.
* Push breaking news and trending topics in all Opera's news products.
* Work across Opera teams and offices to support companywide projects and initiatives.

06/2018 – 12/2018

Sales and Marketing Intern, The creative counsel, Johannesburg, Sandton Responsibilities:

* Administration
* Evaluated consumer preferences and behaviours, combined with market trends and historical data, to adjust and enhance

campaigns.

* Provided research on products to showcase benefits and retain customers.
* Captured new customers by optimizing business strategies and launching products to diversify offerings.
* Face to face interactions with clients

06/2017 - 12/2017

Editorial TV Intern, Reuters, Johannesburg, Sandton

Responsibilities:

* Research
* TV interviews
* Writing
* Content producer
* Editing

09/2017 – 12/2017

Public Relations Intern, Conversation’s media and Communication, Johannesburg, Sandton

Responsibilities:

* Wrote and distributed press releases for company and clients.
* Proofread and edited materials prepared by all staff to check and correct spelling, grammar, and style.
* Drafted internal memorandum for company employees.
* Provided administrative support to senior team members.
* Developed original content for Twitter.
* Built media kits in support of specific strategic initiatives.
* Authored fresh and engaging press releases and prepared complete press kits.
* Administration/ Reception

**EDUCATION**

2018 - 2019

B-tech in Business Administration, University of Johannesburg (Completed)

2015 - 2017

Public Relations and Communication Management, University of Johannesburg (Completed)

**ADDITIONAL SKILLS**

Creative Thinking, Content Creation, Research Skills, MS Office Suite, Skilled multi-tasker, Good communication and interpersonal skills, Strong detail orientation, Decision-making. Good team leader

**REFERENCES**

Marune Rossouw, Refinitiv

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