

Nosipho Nxumalo

CONTACT

Address:

1252a Matshaya street, Emdeni
South.
PO Kwa-Xuma
1868

Phone:

0799683980

Email:

nosilethun@gmail.com

LANGUAGES

English

Zulu

Sotho

OBJECTIVE

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

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
Phone: 0117753022 , Mobile: 0824647635,
Marune.Rossouw@refinitiv.com

Raghavendra Shetty
Tel: + 971 44536720 | Mobile: + 971 552809170
Raghavendra.shetty@lseg.com

Mr Victor, Reuters
0115952825,0761525993 Victor.Antonie@thomsonreuters.com

Mr Vincent, Conversation's media, and communications
014424722, 0828356315, Vincentm@conversationsgroup.co.za

Vincentia, The creative counsel
0734596256, Vincentia.golele@publicis.co.za

Charlie Fripp, Opera Mini
0833 92 8743, cfripp@opera.com