



MIHLALI MANKONTI

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SKILLS

Client Relationship Management
Financial Planning
Sales Strategies
Market Analysis
Regulatory Compliance
Team Collaboration
Communication Skills
Product Knowledge
Negotiation Skills
Risk Assessment
Strategic Planning
Client Engagement
Time Management
Problem Solving
Adaptability
Data Analysis

LANGUAGES

English

Afrikaans

isiXhosa

EDUCATION

Assistant Chef, Food Preparation/Professional Cooking/Kitchen Assistant Jan 2022 - Dec 2023
Capsicum Culinary Studio

Marketing/Marketing Management, General Jan 2015 - Dec 2017
IIE Varsity College

EMPLOYMENT

Financial Planner Nov 2025 - Present
Sanlam, Port Elizabeth, Eastern Cape, South Africa

- Developed and implemented personalised financial plans tailored to clients' specific needs and goals.
- Conducted comprehensive financial assessments to provide informed advice on investments, retirement planning, and risk management.
- Built and maintained strong client relationships through regular communication and review meetings to ensure satisfaction and trust.
- Monitored market trends and financial products to offer proactive recommendations and optimise client portfolios.
- Collaborated with sales and marketing teams to promote financial products and expand the client base.
- Ensured compliance with regulatory requirements and company policies in all financial planning activities.
- Provided detailed explanations of financial concepts to clients, enhancing their understanding and confidence in decision-making.
- Negotiated with financial institutions and service providers to secure favourable terms and conditions for clients.

Sales Force Agent Nov 2024 - Nov 2025
RedCloud, George, Western Cape, South Africa

- Conducted regular sales visits to existing and potential clients to ensure product availability and support.
- Established and nurtured strong relationships with suppliers to enhance product offerings and negotiate favourable terms.
- Monitored competitor activities and market trends to provide

feedback for sales strategy adjustments.

- Maintained accurate records of sales activities, client interactions, and inventory levels for reporting purposes.
- Collaborated with cross-functional teams to ensure alignment with brand objectives and optimise in-store product placement.
- Utilised CRM systems to track client interactions, sales progress and follow-up actions, improving communication efficiency and client retention.
- Organised and conducted client product demonstrations and training sessions to enhance product knowledge and foster stronger client relationships.

Virtual Assistant

Sep 2020 - Jan 2021

Amazon Development Center, South Africa

- Managed scheduling and calendar appointments for clients, ensuring optimal organisation and timely follow-ups.
- Handled email correspondence and responded to client inquiries efficiently, maintaining a high standard of customer service.
- Coordinated virtual meetings and prepared necessary documentation to support client interactions and decision-making.
- Provided detailed data entry and record-keeping, maintaining accurate and confidential client information.
- Assisted with travel arrangements and logistics to facilitate client business operations and remote engagements.
- Provided detailed data entry and record-keeping, maintaining accurate and confidential client information to ensure efficient client service operations.

Customer Service Representative

Apr 2019 - Oct 2019

iSON BPO - Leading BPO Service Provider in Africa

- Delivered exceptional support to clients by addressing inquiries and resolving issues promptly and professionally.
- Maintained up-to-date knowledge of products and services to provide accurate information and guidance to clients.
- Handled sensitive client information confidentially and ensured compliance with data protection regulations.
- Collaborated with team members to continuously improve client service strategies and achieve customer satisfaction goals.
- Built and maintained strong client relationships through proactive communication and personalised service to ensure client satisfaction and retention.

Examination Assistant

Nov 2018 - Dec 2018

Department of Education South Africa, Port Elizabeth, Eastern Cape, South Africa

- **Key Responsibilities:**
- Assisted in the administration and coordination of the National Senior Certificate (Matric) examination marking process.
- Supported employed educators during the marking and moderation of final examination scripts.
- Ensured strict adherence to examination protocols, policies, and quality control procedures.
- Maintained utmost confidentiality and security of examination materials at all times.
- Verified and captured marks accurately to prevent

discrepancies.

- Facilitated smooth workflow within the marking centre under high-pressure deadlines.

Skills Demonstrated:

- High level of accuracy and attention to detail
- Confidential information handling
- Administrative coordination
- Professionalism and integrity
- Time management under strict deadlines
- Team collaboration with educators and officials

Data Capturer

Jul 2018 - Oct 2018

University Research Co., LLC (URC) & Center for Human Services (CHS), Port Elizabeth, Eastern Cape, South Africa

- Entered and verified large volumes of client data accurately and efficiently to support business operations.
- Ensured data integrity and consistency by performing regular audits and correcting errors in client records.
- Collaborated with client services teams to update and maintain up-to-date client information in databases.
- Processed sensitive financial and personal client data in compliance with data protection policies and confidentiality standards.
- Utilised specialised software tools to organise, categorise, and retrieve client information as required by client services.
- Prepared and maintained detailed reports on data entry activities and discrepancies to assist in service quality improvement.

Chief Invigilator

May 2018 - Jul 2018

Department of Education South Africa, Port Elizabeth, Eastern Cape, South Africa

- Coordinated and supervised examination sessions to ensure strict adherence to examination protocols and minimise irregularities.
- Trained and led teams of invigilators, providing guidance on their responsibilities and ensuring consistent application of policies.
- Managed logistics including seating arrangements and exam material distribution to facilitate smooth examination processes.
- Monitored candidate behaviour during examinations to detect and prevent instances of cheating or misconduct.
- Prepared comprehensive reports on examination conduct, incidents, and irregularities for senior management review.
- Communicated effectively with candidates, academic staff, and other stakeholders to resolve issues and provide clear instructions during examinations.
- Organised and coordinated the scheduling of examination sessions, ensuring optimal resource allocation and adherence to academic calendars.

REFERENCES

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