

CAREER SUMMARY

In the year of December 2007 – February 2008, I was positioned as an Intern at IT & eBusiness Solutions whereby I assisted the Project Manager with Report writing, attended project meetings and liaise with the project team, especially engineers onsite.

I went on to Hewlett Packard where I was an Intern Engineer in September 2008 – October 2009. I installed and configured new purchased servers, repairing hardware onsite and supported different customers within Gauteng and surrounding areas, rendering exceptional services.

In November 2009, I worked as an Intel Customer Engineer for HP, for 3 years. I was the dedicated onsite engineer at MTN and supervised 6 MTN sites within Johannesburg and remote sites such as Polokwane.

Other duties included:

- Proliant Installations & Configuration
- IRS Installation & Configuration
- Support and Maintenance
- Customer Relations

In April 2012 – June 2014, I was promoted to Technical Account Manager and I was responsible for delivering remote proactive services, focusing on moving the customer from event driven to experience-driven service. As an active member of the account team, I contributed to overall service experience and maintained strong relationships with assigned customers. I led the delivery of remote proactive deliverables to meet contractual obligations ensuring the highest levels of customer satisfaction and loyalty.

Other duties included:

1. The TAM drives customer service improvements drawing on ITIL best practices.
2. The TAM owns Change Management and works with the Account
3. Team to drive HP recommended changes into the customer environment. For non-transformed deliverables involving changes, the TAM completes RFCs.
4. The TAM promotes and implements HP support initiatives for Mission Critical and Proactive Services.
5. The TAM utilizes Value Based Delivery (VBD) methodology to plan, deliver and communicate service value.
6. The TAM promotes HP Services by contributing customer knowledge to support revenue growth, profitability and account retention

As the Director of Kumyolz Investments, I saw the need and the gap for Revenue Enhancement in both Public and Private Sectors.

Through the acquired skills and development as an employee, Kumyolz Investments was born initially for Construction in 2013 and the company grew as a result I had to stop working and focus on building the Kumyolz brand. Kumyolz has both Kumyolz Investments which oversees the Revenue Enhancement & Kumyolz Construction department oversees the construction of roads, building as well as supply and delivery.

In 2015 – 2017, I joined Uzulu Solutions as the Director.



YOLANDA MADIKIZELA

MANAGING DIRECTOR

KUMYOLZ INVESTMENTS (PTY) LTD

PERSONAL DETAILS

Year of Birth: 1986

Nationality: South African

Ethnic Group: Black

Gender: Female

QUALIFICATIONS

- **Senior Certificate**
Matric 2004
- **National Diploma**
Information Technology

REFERENCES

Eskom (East London)

Phumlani Nyangwa | Project Manager
073 906 5434

Hewlett Packard

Francois Bangoye Titse
079 873 4273

Kumyolz Investments

Siphelele Madikizela | Chairman
083 574 9435

CONTACT INFORMATION

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