

CURRICULUM VITAE: MENZI CEDRIC MSANE



PROFILE:

Professional, diligent and multi-lingual candidate with a track record of delivering excellent customer service in handling consumer related complaints for highly regulated environments and high profile corporate organizations. I have in-depth knowledge of various legal aspects such as legislation governing civic services operations, the South African legal system, legal practice principles and various legal practice areas.

1. PERSONAL INFORMATION:

FULL NAME: Menzi Cedric Msane

ID NUMBER:

LOCATION: KwaZulu-Natal

RACE: African

LANGUAGES: IsiZulu, English and SeSotho

CONTACT NUMBER: 074 949 8511

EMAIL ADDRESS: menzimsane@yahoo.com

2. SKILLS AND COMPETENCIES:

- Adaptable
- Good communication skills
- Multi-lingual
- Fluent in written and spoken English
- Research and drafting skills
- Logical reasoning
- Computer literate
- Presentation skills
- Telephone etiquette
- Conflict resolution
- Time management and ability to work under pressure.

3. EDUCATION AND QUALIFICATIONS:

YEAR: 2019

QUALIFICATION: Bachelor of Laws Degree (LLB).

INSTITUTION: University of Zululand.

YEAR: 2009

QUALIFICATION: National Senior Certificate.

INSTITUTION: Emhlanweni High School.

4. WORK EXPERIENCE:

01 OCTOBER 2020 – 31 March 2023

Company: KwaZulu-Natal Department of Economic Development, Tourism and Environmental Affairs.

Outline: Consumer Protection Services Internship Programme.

KEY RESPONSIBILITIES:

- Amicable resolution of written consumer complaints in the province.
- Amicable resolution of walk-in and telephonic consumer complaints in the province.
- Liaising with different stakeholders for referral of complaints.
- Conducting inspections in loco.
- Conducting workshops, presentations and exhibitions.

03 JUNE 2019 – 8 NOVEMBER 2019

COMPANY: University of Zululand Law Clinic.

Outline: Pro Bono Programme.

KEY RESPONSIBILITIES:

- Consulting clients and offering legal advice.
- General administrative duties.
- Legal research.
- Drafting correspondence and legal documents.

5. ADDITIONAL INFORMATION:

- Driving Licence: Code 10.
- Active member of the Black Lawyers Association (University of Zululand Branch).

6. REFERENCES:

Available on request.