

NICOLE WILLIAMS

CONTACT

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Call: 066 204 9145

EDUCATION

■ **ETA Sports College**

(Feb 2021 – Feb 2022)

Sports Management

■ **Voortrekker Senior**

Secondary School

National senior certificate

Jan 2012 - Dec 2016

EXPERIENCE

October 2022 – February 2023

Boomerang Marketing Solutions under the campaign 'JustPark'-

Customer Service Representative.

- Dealt with UK based clients that required help with their car parking tickets, whether this was to help them make future bookings, or help with pre-existing bookings for parking spaces in car parks, private driveways or on street parking.
- Dealt with clients via live telephone calls, live chat lines as well as tickets which is email based.
- Had to trouble shoot by often trying to open the barriers at the car parks, being in contact with space owners in case the drivers needed access to the spaces.
- Helped with appealing parking charge notices due to incorrect parking or overstaying.
- Worked closely with local councils especially when it came to booking on street parking.
- POPI act observed.
- Zendesk, Nova, Solar, Slack, Click were some of the systems that we used.

Feb 2019 - July 2019

South African Bone Marrow Registry(SABMR) - Admin Assistant

- Packing of swab kits, packing merchandise from the SABMR for donor drives.
- Helping to train junior colleagues on the courier system when donor recruitment officer was out of office.
- Uploading donor application forms to internal system (DRM) and capture donor information (including bookings).
- Assign depots to donors who reside in and around cape town/western cape and send reminders to clients if they have not yet been to the assigned depots. Call and email donors to confirm addresses for other regions such as KZN, then dispatch kits via the Courier It system.
- Organise and process data as well as process kits that have come in from drives, pathcare (hospital) depots or personal addresses.

Jan 2018 -July 2018

JP Markets - Compliance Officer

- Verified client's documents to see if they corresponded with the documents on their online profiles.
- Called clients who have not traded and made sure that they still knew that they could trade. Called potential clients to join the company and start trading.
- Updated client's information on the website so that they could correspond with the documents sent by the client via email.
- Dealt with client's queries and questions via email and via phone call.

2017

Capita - Massage Therapist

- Provided neck and shoulder massage services to Call Center teams working at Capita without disrupting the environment.
- Boost the mood and energy of employees and teams through seated massages.
- Providing hands-on spa care such as massage therapy, facials, and a range of beauty treatments.

2017

Origin Wellness Spa - Massage therapist

- Delivered all spa services and procedures to a high quality and standard.
- Consistently ensured 5-star customer interaction and satisfaction.
- Performed opening and closing procedures of the spa as laid out in Spa Operating Procedures.
- Delivered a variety of holistic spa and wellness services (including but not limited to body treatments, massages, facials, waxing, manicures, and pedicures professionally and in a safe and comfortable manner as per Spa Protocols.

SKILLS

- | | |
|-------------------------|---------------------|
| ■ Communication skills | ■ Customer service |
| ■ Computer skills | ■ Data management |
| ■ Organisational skills | ■ File management |
| ■ Time-management | ■ Facilitating |
| ■ Administrative skills | ■ Problem-solving |
| ■ Organisational skills | ■ Risk management |
| ■ Dexterity | ■ Analytical skills |

REFERENCES

- **Julia Johnson**
063 694 6055
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- **Nadia Chalkley**
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- **Rayhaana Mokadem**
071 582 7051

NICOLE WILLIAMS

To whom it may concern

I hope this letter finds you well. I am applying for the position because I humbly believe myself to be the best candidate for this position due to my **experience within the administration and customer service** industry. This combination will help me to thrive and fulfill the needs of the company.

I have studied **Sports Administration/Management** at **ETA Sports college**. This course has imparted me with the knowledge I need to promote principles of good administration and management in sports organizations and similar structures. These structures include, but are not limited to customer care, finance, risk management, event and facility management and effective communication within the business environment. Through a balance of theory, practical and work-integrated learning, I have been able to develop a variety of skills that prepare me to exercise my knowledge in a real working environment.

Due to my work history, over the years, I have acquired excellent written and verbal communication skills, through the ritual of regularly interacting with customers. I have often relied on my interpersonal skills to listen to the needs of the team I work in as well as my superiors in order to do my part to ensure the success of the company.

Many issues arise in the administration and customer service environment, which has pushed me to use sound problem-solving and critical thinking skills to come up with quick and effective solutions. I am also computer-savvy because I've had to efficiently input data and information updates in different capacities on a regular basis.

I have demonstrated that I am a well-rounded candidate in the **administration and customer service field**, who is able to help any company I work for to reach daily success by applying the skills and experience that I continue to acquire. I look forward to hearing from you.

Sincerely

Nicole Williams

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