

THATO LIZZY KUPA

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📞 0635695463

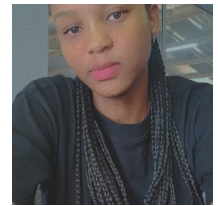
📍 1319 Brian Mazibuko Street Ivory Park Midrand 1685

I am an ambitious person who is prepared to achieve the desired goal of the job description. I am a hard worker, self-motivated, goal orientated individual who is always looking for a challenge to enhance my skills and knowledge, I like to interact with other people and adapt easily to different kind of environment, I have good communication skills, telephone skills and I am discipline, I can work different kind of shifts and under pressure and provide a professional service to clients and the environment.

THATO LIZZY KUPA

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PERSONAL DETAILS

Date of Birth : 24/09/2000

Nationality : South African

Gender : Female

LANGUAGES

English Sepedi Isizulu

SKILLS

Communication , Team work
Interpersonal customer service
Technology, software and Microsoft
office Problem solving sales Team
Phone etiquette and organisation
skills Customer support and customer
retention

EXPERIENCE

Woolworths

05 10 2021 - 26 01 2022

Barista and till operator

°Preparing and serving hot and cold drunk such as coffee, tea, artisan and speciality beverages.

°Cleaning and sanitizing work areas, utensils and equipment.

°Describing the menu items and suggesting products to customers.

°Serving customers and taking orders.

°Ordering, receiving and distributing stock supplies

°Receiving and processing customer payments

Mackay paints

22-03-2022 - 01-10-2022

Sales administrator and dispatcher

°Process orders via email and or phone

°Check data accuracy in orders and invoices

°Contact clients to obtain missing information

°Maintain and update sales report and customers

°Communicate important feedback from customers internally

°Stay up to date with new products and features

°Receive calls about deliveries and dispatch orders for products

°Montitor delivery progress and assume timely assistance

°Keeping track of arrival of products and departure times

°Label materials according to size, shape and type

°Receive and track materials

°Welcome delivery trucks and outgoing orders

Customer service representative

Receiving all incoming quotations, orders, returns, credit requests, queries and outgoing invoices, credit notes and updates by various electronic and means.

°Track all incoming quotations, orders, returns, credit requests, queries and outgoing invoices, credits notes and updates

°Monitor allocated mail boxes for tasks that require action and completion

°Attend to incoming calls from customers, stakeholders and business partners

°Investigate queries and provide resolution

°Perform downloads from various customer portals in order to complete orders and queries.

°Process all activities including orders, invoices, returns, credit notes, queries accurately and within the required SLAs, SOP and targets

°Work with warehouse, finance and kitroom to ensure customer and stakeholders requirements are met

°Support the RAQA Team on quality issues

°Ensure correct processing within the ERP system

°Adhere to all CS SOP'S

°Provide POD'S and support audits required.

EDUCATION

Eqinisweni secondary

2019

Grade 12

University of South Africa

Currently studying

Diploma in Tourism Management

REFERENCE

Muriel - "Woolworths "

Barista coach

0659408039

Nthabiseng - "Mackay paints "

Sales manager

Nthabiseng@mackaypaints.co.za

0828689081

Darren Lindoor - "Stryker medical equipment manufacturing "

Customer service Manager

Darren.lindoor@stryker.com

0661859340

