

Joy Lubanyana

| Joseph ndluli street, Durban 4001
| 0607593142 | lubanyanakhosi@gmail.com

Objective

information Technology graduate with a Diploma in Information Technology (networks) and experience in customer service, payments support, and legal secretary. completed a 12 months customer service learnership at Multichoice (DSTV) walk-in centre. strong communication, problem-solving, CRM,Microsoft office and customer relationships skills.

Education

Richfield college

Diploma in Information Technology (Networks)
370

2019

National senior certificate

Diploma
Matric

2015

Experience

Multichoice (DSTV)

Customer service

1st September 2025 - 31 July 2026

- Assisted customers with account, billing and payment enquiries.
- Processed customer payments and explained payment options.
- Resolved decoder, signal and error code issues.
- Assisted with package changes, reconnections and account updates.
- Educated customers on dstv products and self-service options.
- Escalated complex technical issues and maintained accurate customers records.

Shoba Sandile Attorneys

Secretary

10th February 2020 - 31 March 2024

- Managed reception and client enquiries.
- Answered calls and scheduled appointments.
- Drafted legal documents and correspondence.
- Maintained confidential client records and filing systems.
- Provided administrative and customer service support.

Skills

Customer service

Technical support

Payment processing

Billing support

CRM system

Microsoft Office

Administration

Communication

Problem solving

Time management

Project

IT Academic project - optometrist's Application

- worked as part of a team to develop an application for an optometrist as part of a final-year college project.
- participated in the planning, development and testing of the application.
- applied IT knowledge to create a solution that addresses the client 's needs.
- collaborated with team members to complete the project with the requirements time frame.