

# NTHABISENG MOLEFE

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## PROFESSIONAL SUMMARY

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Dynamic Customer Service Agent with a proven track record in high-volume call centers and chat-based support environments. Skilled in managing inbound and outbound queues, navigating advanced CRM tools, and resolving complex billing and delivery issues. Highly adept at driving revenue through active upselling and customer retention strategies, while consistently meeting promotional campaign targets and maintaining peak customer satisfaction scores.

## PROFESSIONAL EXPERIENCE

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### **Customer Service Agent (Chat & Onboarding) – Advanced Call Center Technologies, Sandton**

*Aug 2024 – 14 March 2026*

- Supported delivery drivers via chat and email on the international **Just Eat Takeaway** campaign to resolve order-related issues.
- Managed the courier onboarding pipeline by auditing and verifying mandatory driver application documents.
- Validated critical compliance records including Government-issued IDs, Driving Licences, Right to Work documentation, Proof of Address, and specialized Hire and Reward vehicle insurance.
- Checked for name synchronization, document validity, and clarity across multi-platform databases to prevent fraud and application backlogs.
- Utilized LiveOps, Sendbird, Zendesk, and Talkdesk for customer interaction management.
- Conducted outbound calls to resolve complex, escalated onboarding and delivery cases.
- Maintained accurate data records and ensured timely resolution of customer queries.

### **Customer Service Agent (Billing & Sales) – Merchants SA, Parktown, Johannesburg**

*Jan 2022 – Aug 2024*

- Worked on the premium US telecom campaign, **Xfinity**, specializing in the high-volume billing department.
- Managed complex inbound and outbound queries regarding balance discrepancies, payments, and account management.
- Successfully met value-added service goals by upselling Xfinity Mobile services to existing internet customers.
- Promoted mobile value deals, including activating digital **eSIMs**, securing 30% billing discounts, and provisioning free devices on 12-month promotional plans.
- Used Einstein360, Avaya, and CSG systems to resolve intricate account data issues.
- Consistently achieved or exceeded core performance targets (KPIs) while maintaining excellent service quality.

## EDUCATION

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**Matric** – Erasmus Monareng Secondary School (2012 – 2016)

## TECHNICAL SKILLS

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**CRM Systems:** Einstein360, Avaya, CSG, LiveOps, Sendbird, Zendesk, Talkdesk

**Microsoft Office:** Word, Excel, Outlook

## **SOFT SKILLS**

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Communication | Teamwork | Adaptability | Problem-Solving | Time Management

## **LANGUAGES**

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English | Sesotho | IsiZulu

## **REFERENCES**

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Available upon request.