

CONTACT

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OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

EXPERIENCE

09/25 - 12/25

- **Customer service representative**

Icontact bpo
- Provided high quality customer service via phone, email, and chat, resolving issues and answering queries.
- Achieved high customer satisfaction ratings (95%+).
- Collaborated with teams to improve processes and reduce resolution times.
- Mentored new agents, boosting team performance.

05/24 - 08/25

- **Customer service**

Matrix vehicle tracking
- Answer a high volume of inbound emergency calls promptly and politely from clients experiencing vehicle.
- Accurately capture and update client details.
- Conduct follow-up calls with customers to ensure their issues were fully resolved and they are satisfied with the service provided.

04/23 - 01/24

- **Sales representative**

Tiger Brands
- I performed services on existing accounts, obtained orders, and established new accounts by planning and organizing daily work schedule to call on existing or potential sales outlets and other trade factors.
- Ensured that all the stock is in good condition.
- Conversated the customer to purchase the products.
- Adjust content of sales presentations by studying the type of sales outlet or trade factor. I also focuses sales efforts by studying existing and potential volume of dealers.
- Submitted orders by referring to price lists and product literature, and keeps management informed by submitting activity and results reports, such as daily call reports, weekly work plans, and monthly and annual territory analyses.
- Build new customer base to maximize sales.
- Analyzed competitor pricing proposals and sales strategies. Implement strategies to sell products or services.
- Quality Control- Ensure that stores remove expired products from shelves.
- liase with Delivery drivers and Agents to ensure that clients get their ordered products on time

11/22 - 01/23

- **Shop assistant**

PQ Clothing
- Packing of stock in appropriate selected area with team members.
- Maintaining customer service and satisfaction level which led to 10% increase in November and December.
- Performed perpetual stock takes around the store- Assisted the team and management with any allocated .

EDUCATION

2025

- **TND Risk Management Training Center**

Risk management (security course)
Basic occupation safety, Protection of information, emergency planning

2020

- **Cosmo City secondary school 2**

Matric
Economics, Business studies, Accounting, Mathematical literacy

SKILLS

- Communication skills
- Computer literacy (MS Word,PowerPoint,Excel)
- Attention to detail
- Teamwork and collaboration
- Problem solving
- Leadership
- Organizational skills
- Compliance with laws and regulations
- Analytical skills and ability to perform research
- Adaptability and motivation

LANGUAGES

- IsuZulu
- English
- Setswana

REFERENCE

- **Nombuso Mandy Tataba - Icontact bpo**
Team leader
0683542361
- **Precious Khumalo - Matrix vehicle tracking**
Team leader
0692655742
- **Sphiwe Mahamba - Tiger Brands**
Supervisor
0606295056
- **Thembeka Jama - PQ Clothing**
Supervisor
0680068435