

PERTUNIA PULENG HLAKOANE

CUSTOMER SERVICE SPECIALIST & SYSTEMS SUPPORT PROFESSIONAL

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28 Davis Drive, Selection Park, Springs, 1559

PROFESSIONAL SUMMARY

Dedicated, versatile, and customer-focused professional combining over 4 years of comprehensive contact centre experience, 2 years of retail and cashier expertise, and specialized foundational training in Information Technology Systems Support. Proven capability to manage high-volume daily transactions, resolve complex client issues with professional telephone etiquette, and maintain safe, organized operational environments under pressure.

PROFESSIONAL EXPERIENCE

CASHIER ASSISTANT

2023 – 2025

Boxer Retail Store (Welkom)

- Managed high-volume point-of-sale transactions accurately and efficiently in a busy retail environment.
- Processed diverse payment modes including cash, bank cards, and promotional coupons with precision.
- Delivered exceptional, friendly face-to-face customer service to enhance client satisfaction and store loyalty.
- Successfully completed official Boxer Training programs covering Office Cashier Operations (L/2) and practical assessments.

CUSTOMER SERVICE CONSULTANT

2018 – 2022

Hollard Insurance Company (Parktown, Johannesburg)

- Handled high volumes of inbound customer inquiries professionally via telephone, email, and face-to-face channels.
- Resolved complex customer complaints, disputes, and service queries promptly and effectively.
- Provided accurate, transparent details regarding insurance products, services, and company compliance policies.
- Processed specialized customer claims, policy refunds, and account profile updates with high attention to detail.

EDUCATION & QUALIFICATIONS

Information Technology: Systems Support (NQF Level 5)

2025 – Present

Tosa College Welkom (MICTSETA)

National Senior Certificate (Grade 12 Matriculation)

December 2014

Lenakeng Technical School

Subjects Passed: Sesotho Home Language, English First Additional Language, Mathematics, Life Orientation, Agricultural Sciences, Computer Applications Technology.

Engineering Studies (N2 Certificate)

2016

Department of Higher Education and Training

Instructional Offerings Passed: Engineering Drawing, Fitting and Machining Theory, Engineering Science, Mathematics.

COMPETENCIES & SKILLS

Active Listening

Product Knowledge

Problem Solving

Tenacity

Adaptability

System Support

Data Analysis

Troubleshooting

LANGUAGES & REFERENCES

Sesotho: Home Language (Fluent - Speak, Read, Write)

English: Professional Proficiency (Speak, Read, Write)

isiZulu: Conversational / Functional

References: Available upon request