

PHUMLILE MSIBI

Administrator | Receptionist | Data Capture | Customer Care | Retentions Agent | Technical Support Agent

Availability: Immediately | Willing to work shifts, weekends and overtime

0743834243 | 0736158245 | Poomie.msibi331@gmail.com

24259 Pomegranate Street, Protea Glen Ext 27, Soweto 1819

Driver's License: Code 10

PROFESSIONAL PROFILE

Flexible, detail-oriented and customer-focused professional with experience in Technical Support, Administration, Customer Care (Retention) and Contact Centre environments. Adept at troubleshooting complex technical issues, providing remote support to customers and field technicians, managing CRM/ticketing/case management systems and ensuring SLA, FCR, AHT and quality targets are consistently met. Recognised for punctuality, attention to detail, adaptability, strong communication, proactive problem-solving and ability to work independently and as part of a team in high-volume, fast-paced environments.

CORE SKILLS

- Computer Literacy: MS Outlook, MS Excel (VLOOKUP), MS PowerPoint, MS Word – Advanced
- Contact Centre Systems: GENESYS CLOUD_Prod_App, Tobi_Assist_Fibre_App, AxessACS_Prod_App, MSPI_Prod_Web_App, CBU_CPM_App, Siebel, Icap CRM, Morpheus, MII, C3D, Snow, Powercard, ADB, Portal, Hogan
- Customer Service: Telephone Etiquette, Customer Retention, Complaint Handling, Empathy & Objection Handling, Time Management, Leadership, Adaptability, Attention to Detail, Confidentiality, Communication, Organization, Team Collaboration, Analytical, independent work, case documentation
- Strengths: Punctual, fast learner, multitasks under pressure

TECHNICAL SUPPORT SKILLS

- Strong technical support & troubleshooting of complex issues
- Remote support to customers & field technicians
- CRM, ticketing & case management, ownership to resolution, escalation
- Monitoring platforms & responding to technical alerts
- Device configuration, testing & quality assurance
- Coordinating technical dispatches for onsite technicians
- High-volume inbound, email & escalated complaints
- SLA, FCR, AHT & quality targets consistently met

WORK EXPERIENCE

Technical Support Agent – Vodacom (FTTH) | Merchants Dimension Data BPO

16 February 2026 – 22 September 2026 | Johannesburg

- Delivered end-to-end technical, billing and account support for FTTH customers via inbound and outbound channels within strict SLA and turnaround-time requirements.
- Diagnosed fibre connectivity issues, guided customers through troubleshooting and logged faults using Tobi_Assist_Fibre_App and AxessACS_Prod_App for real-time diagnostics.
- Managed customer accounts, orders, service requests and billing updates using MSPI_Prod_Web_App, CBU_CPM_App, Siebel, Icap CRM and Morpheus to maintain data accuracy and compliance.
- Engaged at-risk customers using GENESYS CLOUD_Prod_App to handle calls, track interactions and present tailored retention solutions.
- Coordinated installations and repairs with field technicians, updating case notes across all systems to reduce turnaround time and maintain documentation for quality audits.

Administrator | FNB Commercial Merchant Services – Operational Excellence Feb 2024 – Jun 2025 Johannesburg Bankcity.

- Logged cases and generated reports using Snow, Powercard, ADB, Portal and Hogan systems.
- Logged de-installation calls to Gijima and corrected billing discrepancies.
- Resolved customer queries within agreed timelines to maintain service standards.
- Managed office administration including diary management, scheduling, filing and expense management within approved budgets.
- Maintained compliance with governance, risk and audit documentation requirements.

Retentions Agent | Merchants Dimension Data BPO Cell C February 2023 – January 2024 Randburg

- Managed inbound and outbound retention calls for customers requesting cancellations, downgrades, or porting out, identifying root causes like billing or network issues to offer discounts, value-adds, package restructuring, and loyalty options within mandate.
- Logged all customer interactions, retention offers, and decisions accurately in CRM systems including Siebel, Morpheus, C3D, and MII, ensuring strict adherence to ICASA regulations and contract cancellation compliance.
- Handled customer objections and de-escalated complaints to achieve target save rates, CSAT, QA, and AHT metrics while identifying upsell and cross-sell opportunities to increase account value.
- Collaborated with internal Billing, Technical, and Credit departments to resolve complex backend queries, following up on pending save cases and contacting previously cancelled customers for win-back opportunities.

Customer Care Agent | Merchants Dimension Data BPO Vodacom Sep 2017 – Jun 2020. Johannesburg.

- Handled inbound and outbound queries for Vodacom Post-paid customers, managing activations, upgrades, downgrades, SIM swaps, contract renewals, suspensions, and retention save attempts.
- Resolved billing disputes, investigated high bills, and processed payment arrangements and adjustments in compliance with POPIA and ICASA regulations.
- Documented all customer interactions and case notes in CRM systems including Siebel, Morpheus, MII, and C3D to meet QA and audit standards.

- Coordinated with Back Office, Credit, Fraud, and Technical teams to manage complex escalations requiring backend resolution.
- Explained contract terms, voice and data packages, and Value Added Services to reduce repeat calls while meeting FCR, AHT, CSAT, QA, and persistency targets.

Administrator / Receptionist Assistant (volunteer) | Abraham Kriel Childcare Jan 2016 – Dec 2016 | Soweto

- Managing reception & greeting visitors
- Delivered reception services, managed diary schedules, organised filing systems, and provided general office support.
- Handled incoming calls, routed queries, and maintained the strict confidentiality of client records.
- Supported the Project Coordinator with scheduling, taking meeting minutes, and drafting reports.
- Compiled End User Computing and Business Financial Management documentation to maintain compliance.
- Maintained office supplies, updated expense records, and kept filing systems audit-ready.

EDUCATION & CERTIFICATIONS

- Project Management NQF Level 5 | CTU Training Solution | Feb 2024 – Jan 2025
- Business Administration NQF Level 4 | Skills Development Professionals | 26 Sep 2022 – 29 Sep 2023
- Creative Writing | Township Narrative | Aug 2021 – Sep 2021
- End User Computing & Business Financial Management | Abraham Kriel | Jan 2016 – Mar 2016
- Matric (Diploma) | DR BW Vilakazi Secondary School | 2014

LANGUAGES

English and IsiZulu – Read, Write and Speak (Fluent) | Sesotho and SeSwati – Read and Speak

REFERENCES

- Mosa Mazwi– Team Leader , Merchants Vodacom – 061 122 1645
- Themba Nkwanyana - Team leader, Merchants - 075 0085 939
- Lifa Sekete – Team Leader, FNB – 063 018 8188
- Raisibe Evelyn Mokgokong – Project Coordinator, Abraham Kriel – 066 449 7501 / 078 363 3786