

Sibonginkosi Dube

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PROFESSIONAL SUMMARY

Virtual Assistant & Customer Service Professional with 2+ years of experience across remote administration, customer support, CRM management, scheduling, data entry and high-volume client communication.

Business Management & Technical Training with a Higher Certificate in Business Management, Certificate in Virtual Assistance, Full Stack Development and Front-End Development, supported by practical experience using Salesforce, HubSpot, Microsoft Office and Google Workspace.

AREAS OF EXPERTISE

- **Administrative & Virtual Support** — Virtual Assistance • Calendar & Appointment Management • Data Entry & Record Management • Email & Document Management • Reporting & Documentation.
- **Customer Service & CRM** — Customer Service • Query & Complaint Resolution • Customer Communication • Salesforce CRM • HubSpot CRM.
- **Digital & Technical Skills** — Microsoft Office • Google Workspace • Excel & Google Sheets • Canva • HTML, CSS & JavaScript.
- **Professional & Soft Skills** — Time Management • Attention to Detail • Problem Solving • Confidentiality & Data Accuracy • Remote Working & Organisation.

EDUCATION BACKGROUND

- **Higher Certificate in Business Management** — Regenesys Business School | 2023
- **National Senior Certificate (Grade 12)** — St Enda's Secondary School | 2017

ADDITIONAL CERTIFICATIONS

- **Certificate in Full Stack Development** — FNB Academy | 2025
- **Certificate in Front End Development** — SheCodes Academy | 2025
- **Child Care Certificate** — Play to Learn | 2025
- **Certificate in Virtual Assistance** — ALX Academy | 2024

PROFESSIONAL EXPERIENCE

Heavenly Kids Preschool — Virtual Assistant

July 2024 — Present

Key Achievements & Responsibilities:

- Provide remote administrative and operational support, managing 30–50 administrative tasks daily across scheduling, communication, records, follow-ups and workflow coordination.
- Manage approximately 20 appointments and calendar events weekly using Google Calendar, Gmail, Outlook and Microsoft Office, achieving an estimated 95% conflict-free scheduling.
- Handle approximately 10 parent enquiries daily relating to registrations, school fees, early sign-outs, parent meetings and general administrative requests, providing timely responses.
- Coordinate communication between parents, teachers and management, ensuring accurate information is shared and follow-ups are completed efficiently.
- Process approximately 60–120 learner and administrative records daily, covering learner information, attendance, parent contacts, fee records, medical information and related documentation.
- Maintain data accuracy and confidentiality by verifying information against source documents, conducting regular record checks and restricting access to authorised personnel.
- Prepare and maintain 80+ learner, teacher and management reports using Excel, Google Sheets, Word, Outlook and cloud-based filing systems.
- Improved administrative efficiency by introducing tracking spreadsheets, structured digital filing systems, shared calendars and reporting templates, strengthening record management, scheduling and reporting processes.

- Successfully managed January enrolments during the preschool's busiest period, ensuring learners were accurately captured without errors.

MHG Holdings — Call Centre Agent

January 2024 — May 2024

Key Achievements & Responsibilities:

- Managed 120–130 customer interactions per 8-hour shift, including 80–90 inbound/outbound calls and email enquiries, while maintaining efficient service delivery.
- Achieved a 92% client satisfaction rate by resolving customer queries accurately, communicating professionally and providing timely support.
- Resolved an estimated 75–85% of customer enquiries during the first interaction, minimising unnecessary escalations and follow-ups.
- Processed and updated 100–120 customer records and CRM interactions daily in Salesforce, maintaining 98% data accuracy through verification and quality checks.
- Achieved an estimated 90–95% SLA compliance while maintaining an average handling time of 3–5 minutes for standard customer interactions.
- Managed customer follow-ups, escalations and case updates while maintaining accurate documentation and supporting workflow coordination and reporting.

References and additional documentation provided upon request.