

Mpho Happiness Pholoana

Phiri, Soweto, Johannesburg, 1818

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Professional Summary

Dedicated and results-driven professional with a strong background in customer service, sales, and early childhood education. Known for exceptional communication skills, the ability to build rapport quickly, and a consistent record of meeting and exceeding performance targets. Adaptable and quick to learn new systems, with a passion for delivering excellent client experiences and representing brands with professionalism.

Key Skills

- Customer Service Excellence & Client Relationship Building
 - Sales, Upselling & Target Achievement
 - Communication & Active Listening
 - Problem-Solving & Conflict Resolution
 - Brand Representation & Promotion
 - Team Collaboration & Time Management
 - Record Keeping & Administrative Support
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Professional Experience

TymeBank – Brand Ambassador

January 2025 – Present

- Represent TymeBank at in-store activations, community events, and partner retail locations.
- Promote TymeBank's products and services, explaining features and benefits to potential customers.
- Assist clients in opening accounts and using TymeBank digital platforms.
- Demonstrate how to use the TymeBank kiosk for self-service banking.
- Distribute marketing material and drive brand awareness in targeted communities.

- Provide exceptional customer service and resolve queries promptly.
 - Capture leads and maintain accurate daily reporting for the marketing team.
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iTalk Financial Solutions (Pty) Ltd – Call Centre Agent

June 2020 – July 2021

- Sold Sanlam funeral plans via telephone, ensuring clients understood product details before purchase.
 - Generated and followed up on sales leads to meet daily and monthly sales targets.
 - Provided accurate quotations and policy explanations tailored to client needs.
 - Handled objections professionally and closed sales successfully.
 - Recorded all client interactions in the company CRM system.
 - Built and maintained positive relationships with clients to encourage repeat business.
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Zamokuhle Day Care Centre – Practitioner

July 2021 – December 2023

- Cared for and educated toddlers aged 2–3 years in a safe and nurturing environment.
- Taught essential skills such as toilet training, cutting, writing, and correct handling of pencils, crayons, and scissors.
- Created and implemented age-appropriate learning activities to promote development.
- Maintained a clean, organised, and safe classroom environment.
- Monitored and documented children's progress and behaviour.
- Communicated regularly with parents about their child's development and wellbeing.

Education

Seana Marena Secondary School – Matric (Grade 12)

References available upon request