

Mathapelo Vuyiswa Mphela

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Professional Summary

Detail oriented and customer-focused professional administrator with experience in customer service, sales support, student residence management, and office administration. Skilled in handling enquiries, managing bookings, processing payments, maintaining accurate records, and building positive relationships with clients. Known for strong communication skills, attention to detail, and the ability to work effectively in fast-paced environments.

Strong transferable skills in problem-solving, multitasking, and relationship management, with a passion for delivering excellent customer service and contributing positively to team performance. I am a fast learner, eager to grow and add value through strong communication, adaptability, and a results-driven mindset.

Skills

- ✓ Attention to Detail
- ✓ Conflict Handling & Customer Retention
- ✓ Administrative Support & Customer Service
- ✓ Email & WhatsApp Communication
- ✓ Microsoft Office Suite (Excel, Word, PowerPoint)
- ✓ Record Keeping & Documentation
- ✓ Multitasking in Fast-Paced Environments
- ✓ Time Management & Organisation
- ✓ Switchboard & Telephone Etiquette
- ✓ Booking & Reservation Management

Professional Experience

Sales Agent – Telkom Fibre Specialist

Real Promotions | Randburg

Feb 2026 – May 2026

- Promoted and sold Telkom Openserve fibre packages to residential and business customers using strong communication and relationship-building skills to generate sales
- Managed High-volume enquiries and engaged with customers telephonically, face-to face, and digital communication channels to increase sales opportunities
- Developed strong customer service and relationship-building skills while working in a target-driven environment.
- Assisted customers with applications, documentation, and onboarding processes.
- Maintained accurate records of sales activities and customer information.

- Demonstrated professionalism when handling customer concerns and resolving service-related queries.

Administrative Assistant

Bosang Reliance Holdings PTY LTD | Auckland Park

January 2022 – February 2026

- Managed daily administrative operations for student accommodation (of 50+ students) by handling tenant queries, updating records, coordinating communication, and ensuring smooth office operations in a fast-paced environment
- Welcomed and assisted students, parents, and visitors, providing professional front-desk support and resolving queries efficiently
- Used Microsoft Excel and Word to manage room bookings, payment tracking, prepare reports, maintain operational records, and resident information with a high level of accuracy and confidentiality.
- Handled incoming calls, emails, and WhatsApp enquiries, directing requests to the appropriate team members.
- Coordinated communication between residents, maintenance teams, and management to ensure smooth operations.
- Prepared reports, maintained administrative records, document verification, updated databases regularly and record management to ensure accurate and organised administrative system

Achievements

- Led a student residence team campaign for BRH achieving full occupancy in student residences through direct marketing and customer engagement initiatives.
- Recognized for maintaining professional customer service standards while managing multiple enquiries simultaneously.
- Consistently achieved, exceeded sales targets and ranked among top-performing new sales agents within the team based on weekly performance results
- Built strong relationships with clients and stakeholders through effective communication and problem-solving.

Education

Undergraduate: BCom Information & Knowledge Management (completed 2nd year)

- ✓ University of Johannesburg | 2022 – 2024

Completed Matric / Grade 12

- ✓ Falcon Educational School | 2019
- ✓ Passed with distinctions (History, Mathematical Literacy, Life Orientation)

Completed Short Online Course Certificates | Allison

- ✓ Diploma in Business Administration (2026)
- ✓ Ethics and Corporate Governance (2024)
- ✓ Introduction in Business Management (2024)