

# Mthokozisi Kubeka

South Africa, Gauteng | [hlabates1@icloud.com](mailto:hlabates1@icloud.com) | 066 154 7968 | Available Immediately

## PROFESSIONAL SUMMARY

Customer Service and Sales Professional with 3+ years of experience across call centre sales, customer service, retail operations, cash handling, customer relationship management, and client support. Proven ability to engage customers, resolve queries, build relationships, and deliver exceptional service in fast-paced environments.

Hold a Diploma in Information Technology from Damelin College, combining customer-facing experience with strong digital literacy, administrative capabilities, data capturing, record management, and proficiency in Microsoft Office and business systems.

## AREAS OF EXPERTISE

- **Customer Service & Sales** — Customer Service Excellence • Customer Relationship Management (CRM) • Consultative Selling • Customer Retention • Complaint Resolution.
- **Technical Skills & Digital Tools** — Information Technology Fundamentals • Microsoft Office Suite • Data Capturing • Sales Administration • Record Management.
- **Professional & Soft Skills** — Communication Skills • Active Listening • Problem-Solving • Time Management • Team Collaboration.

## EDUCATION BACKGROUND

- **Diploma in Information Technology** — Damelin College, 2022
- **National Senior Certificate (Grade 12)** — M.H. Joosub Secondary High School, 2016

## PROFESSIONAL EXPERIENCE

**Clientele Life — Call Centre Sales Agent**

**January 2020 — June 2020 (Contract)**

**Key Achievements & Responsibilities:**

- Engaged with prospective customers to identify their needs and recommend suitable insurance products, contributing to sales conversion opportunities.
- Built and maintained positive customer relationships through effective communication, active listening, and consultative selling techniques.
- Handled customer objections and queries professionally, improving customer confidence and overall service experience.
- Maintained accurate customer records and supported sales administration processes within a target-driven call centre environment.

**Spur Ranches Restaurant — Waiter**

**January 2018 — December 2018**

**Key Achievements & Responsibilities:**

- Delivered exceptional customer service by accurately taking orders, serving food and beverages, and ensuring customer satisfaction throughout the dining experience.
- Resolved customer concerns promptly and professionally, contributing to a positive guest experience and repeat business.
- Processed cash and card transactions accurately while maintaining accountability for daily cash reconciliation activities.
- Collaborated with kitchen and front-of-house teams to ensure efficient service delivery during high-volume trading periods.

**Checkers — Cashier**

**January 2016 — December 2017**

**Key Achievements & Responsibilities:**

- Processed customer transactions accurately and efficiently while maintaining excellent service standards at the point of sale.
- Managed cash handling, payment processing, and end-of-shift cash balancing with a strong focus on accuracy and compliance.
- Assisted customers with transaction-related queries and provided friendly, professional service to enhance the shopping experience.
- Supported smooth retail operations by maintaining efficient checkout processes and minimizing customer waiting times.

References and additional documentation provided upon request.