

Sithole Bongi Rachel

Madibong 10148 Jane furse 1085
0828463970 | rachelbongiwe341@gmail.com

Objective

A customer focused individual with 1 year of retail and customer service experience. Currently pursuing a Higher Certificate in Banking and eager to build a career in banking and client service.

Experience

- **TFG** 01/08/2023 - 31/05/2025
Sales associate

Assisted customers with enquiries and provided professional customer service.

- Handled incoming customer calls and assisted clients with problems relating to their accounts.
- Listened to customer concerns and provided appropriate solutions or assistance.
- Responded to customer complaints and enquiries in a professional manner.
- Assisted customers with transactions and general account-related queries.
- Operated POS systems and processed customer transactions accurately.
- Maintained accurate records and demonstrated strong attention to detail.
- Worked effectively with team members to meet customer needs and maintain good service standards.

Education

- **University of South Africa** 2026
Higher certificate in Banking
- **Jane furse comprehensive school** 2019
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Skills

- Customer service skills
- Team work
- Complaint Handling
- Communication skills
- Computer literacy
- Time management
- Problem solving skills

Languages

- English •Sepedi •Isizulu

Reference

- **Miss Digoro - TFG**
Area Manager
084 788 5760
- **MR MALATA - TFG**
Manager
0670669434