

M A S E N T L E N D A L A

ADMINISTRATIVE SUPPORT | CUSTOMER SERVICE

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📍 Johannesburg, Gauteng

SUMMARY

Enthusiastic and reliable Customer Service Representative with experience in administration, scheduling, and client support. Skilled in handling customer queries and maintaining organised operations. Known for strong communication, flexibility, and problem-solving skills. Adaptable and committed to providing excellent service in fast-paced environments.

WORK EXPERIENCE

Secretary General | Youth Committee

Holy Jerusalem Church of Repentance

Spruitview Branch | May 2025 - Present

- Coordinate youth programmes, including planning and logistics.
- Prepare meeting minutes, proposals, and committee communications.
- Support fundraising initiatives and community engagement activities.

Fleet Scheduler | Back Office Support

Mix Telematics (PowerFleet) | June 2024 - March 2025

- Coordinated technician schedules and service requests to ensure efficient daily operations and timely service delivery
- Served as a key point of contact for clients, fleet controllers, and drivers, providing updates and resolving scheduling related queries.
- Managed customer queries and support requests using Zendesk and maintained accurate scheduling records and work orders.

Customer Service Representative

Merchants (Comcast) | May 2022 – April 2024

- Managed high-volume customer interactions in a fast-paced contact centre environment.
- Assisted clients with service-related enquiries and support.
- Maintained professional communication and customer service standards.
- Worked within performance-driven targets and team objectives

EDUCATION

Ekurhuleni East Tvet College

Marketing Management & Research

In Progress

Leondale Roodekop Secondary School

NQF L4 (Matric)

SKILLS

- Customer Service & Client Support
- Administrative Support
- Scheduling & Coordination
- Call Handling & Query Resolution
- Microsoft Office Suite
- Zendesk & Service Desk Tools
- Data Capturing & Record Keeping
- Problem Solving
- Professional Communication
- Team Collaboration

LANGUAGES

- English
- IsiZulu
- Afrikaans