

LESEGO MASEHLA

OBJECTIVE

Detail-oriented and organized administration professional with experience in , customer service, technical support, and data capturing. Skilled in Microsoft Office 365, communication, record keeping, and handling administrative tasks in fast-paced work environment

EXPERIENCE

◦ Startek

03/2025 - Present

Technical support Consultant

- Responded to customer inquiries through calls and ticketing systems.
- Diagnosed and resolved hardware, software, fibre, landline, and email-related issues.
- Provided remote technical assistance and guided customers through troubleshooting processes.
- Educated customers on product features and preventative troubleshooting techniques.

CONTACT



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2090



0631464024



elsylesego713@gmail.com

SKILLS

- Microsoft Office 365(outlook, word , Excel)
- Customer service and conflict resolution
- Record keeping
- Technical troubleshooting
- Team collaboration
- Verbal and written communication
- Problem solving and Analytical skills

REFERENCE

- **Tebogo Evan's Malatjie - "Startek "**
Team leader
Malatjie@telkom.co.za
0699233366
- **Nosipho Zulu - "Ison experiences "**
Team leader
0783382220
- **DR TJ Mpofu - "Tshwane university of Technology "**
Lecture
mpofu@TJ@tut.ac.za

- **Ison experiences**

01/2024 - 12/2024

Customer service Representative

- Assisted customers with inquiries, troubleshooting , and account management.

- Maintained a 95% customer satisfaction on rating through professional service delivery.

- Collaborated with a team to achieve weekly service and sales targets.

- Handled customer complaints and resolved issues effectively.

filing, and data capturing duties

- **City medics wholesalers**

03/2021 - 09/2023

Picker

Picking and collecting stock according to customer orders.

- * Packing and preparing orders for dispatch or delivery.

- * Checking stock for damages and reporting discrepancies.

- * Labeling and organizing products accurately.

- * Maintaining a clean, safe, and organized warehouse environment.

- * Assisting with stock receiving,

EDUCATION

- **Tshwane University of Technology**

2024

Diploma in Animal Science

- **Tholulwazi Secondary School**

2020

Matric