

THOKOZILE SIBIYA

Lenasia, South Africa | 073 836 3688 | sibiathokozile553@gmail.com

PROFESSIONAL PROFILE

Dedicated and adaptable entry-level professional with experience in customer service, sales, client support, administrative assistance and community-based volunteer work. Experienced in assisting customers with enquiries, explaining products and services, supporting SIM registration and account information, providing basic technical support and working toward sales targets. Strong communication, listening, teamwork and problem-solving skills, with a willingness to learn and contribute in a professional workplace. Seeking entry-level, internship, learnership, graduate-development, administration, customer-service and business-support opportunities.

CORE SKILLS

- Customer Service and Client Relations
- Administrative Support
- Communication and Interpersonal Skills
- Time Management and Organisation
- Basic Technical Troubleshooting
- Product and Service Information
- Sales and Product Promotion
- Customer Enquiries and Problem Solving
- Computer Literacy
- Teamwork and Collaboration
- Professional Telephone Etiquette
- Customer Account and SIM Registration Support

WORK EXPERIENCE

Vodacom Sales Agent – South Africa | 2026 – August 2026

- Assisted customers with product and service enquiries and provided clear information based on their needs.
- Promoted and sold Vodacom products and services while working toward sales targets.
- Provided professional customer service and responded to customer concerns.
- Assisted customers with SIM card registration, account information and mobile services.
- Supported customers with basic mobile-service and device-related queries.
- Worked in a fast-paced environment while maintaining a customer-focused approach.

Customer Service Assistant / Admin – Tech Centre | December 2023 – August 2024

- Assisted clients with enquiries and provided relevant service information.
- Provided customer support using professional telephone etiquette.
- Supported administrative and customer-service activities in a tech-centre environment.
- Assisted with mobile-device setup and basic troubleshooting where required.
- Developed strong communication, listening and customer-support skills through direct client interaction.

General Worker – Volunteer, MofoloSouth Clinic

- Supported general day-to-day activities as a volunteer in a clinic environment.
- Assisted where needed and worked cooperatively with staff and other team members.
- Demonstrated reliability, willingness to learn and a professional attitude while volunteering.

EDUCATION

National Senior Certificate (Matric) – Diploma Pass

Azara Secondary School

CERTIFICATIONS & TRAINING

Financial Management Delegations of Authority in Public Service – National School of Government

Web Development & Coding – App Academy (FNB Sponsored)