

DIDINTLE LATOY CHIBIKILA

084 289 7197 | didintlekgomo8@gmail.com | Damonsville, South Africa

PROFESSIONAL SUMMARY

Adaptable and service-focused professional with experience supporting classroom learning, assisting customers, and working collaboratively in busy service environments. Holds a National Certificate in General Travel (NQF Level 5) and has completed a Cabin Crew Training Programme. Brings clear communication, organisation, attention to detail, problem-solving, and a commitment to positive customer experiences. Open to opportunities across customer service, administration, sales, hospitality, travel, and other people-focused roles.

CORE SKILLS

- Customer service and customer query handling
- Written and verbal communication
- Teamwork and collaboration
- Organisation, planning and time management
- Problem-solving and complaint handling
- Attention to detail and accuracy
- Administrative support and record keeping
- Classroom and small-group support
- Adaptability and professional conduct
- Food service and order accuracy

WORK EXPERIENCE

Education Assistant | 1.B. Damons Combined School | July 2025 – December 2025

- Supported educators with lesson preparation and classroom management.
- Facilitated learning activities and assisted with small-group instruction.
- Completed administrative tasks, including marking, filing and record keeping.
- Provided individual academic support to learners who needed additional assistance.
- Helped maintain a safe, structured and engaging learning environment.

Waitron | Reaikaga Lounge | December 2024 – May 2025

- Welcomed and served customers in a friendly and professional manner.
- Took food and beverage orders accurately and efficiently.
- Maintained cleanliness and ensured tables were properly set up.
- Responded to customer queries and helped resolve complaints professionally.
- Worked with kitchen and bar staff to support smooth service delivery.

EDUCATION & TRAINING

National Certificate in General Travel (NQF Level 5, 147 credits)

Global Training College | February 2020 – March 2021

Cabin Crew Training Programme

EPT Aviation Training | December 2020 – March 2021

RELEVANT TRAVEL MODULES

Business Environment; Business Communication; Customer Communication; Travel Industry in South Africa; Understanding the Travel Industry; Travel Documentation Processing; Galileo Computer Reservation System.

REFERENCES

Available on request.