

NTHABISENG SURPRISE CHITHA

Pretoria, South Africa | 066 180 6427 | chithathabiseng@gmail.com | linkedin.com/in/nthabiseng-chitha-12b2a7277/

PROFESSIONAL PROFILE

Final-year Bachelor of Social Science student at Rhodes University, majoring in Organisational Psychology and Literary Studies in English. Strong communication, customer service, organisation, and problem-solving skills, with hands-on experience in a customer-facing environment. Fluent in English, IsiXhosa, IsiZulu, and Setswana. Reliable, adaptable, and detail-oriented, seeking an entry-level opportunity to contribute effectively while developing professional experience.

EDUCATION

Rhodes University — Bachelor of Social Science

Majors: Organisational Psychology and Literary Studies in English | 2024 – 2026 (Expected)

Ruabohlale Secondary School — National Senior Certificate (Matric)

2022

PROFESSIONAL EXPERIENCE

Customer Service Assistant | #HashTaq Internet Cafe | Jan 2023 – Dec 2023

- Assisted customers with printing, scanning, laminating, and black-and-white and colour copying services.
- Provided technical support and resolved customer issues efficiently and professionally.
- Typed and formatted CVs and assisted clients with online job applications.
- Managed multiple customer requests in a fast-paced environment while maintaining accuracy and attention to detail.

KEY SKILLS

- Customer Service
- Teamwork and Collaboration
- Organisation and Planning
- Reliability and Punctuality
- Basic Excel
- Problem-Solving
- Written and Verbal Communication
- Time Management
- Attention to Detail
- Microsoft Word
- Adaptability

LANGUAGES

English | IsiXhosa | IsiZulu | Setswana

REFERENCES

Lebogang Chitha — Owner, #HashTaq Internet Cafe | 071 157 3067