

BUTIBI MAYEVU

Randfontein, Mohlakeng

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PROFESSIONAL SUMMARY

Customer-focused Call Centre Agent with experience handling high volumes of inbound and outbound calls. Proven ability to consistently meet daily call targets while maintaining high levels of accuracy and professionalism. Skilled in customer service, complaint resolution, and data capturing. Proficient in Microsoft Word and Excel with fast and accurate typing skills. Seeking a call centre or administrative position.

CORE SKILLS

- Customer Service
- Inbound and Outbound Call Handling
- Data Capturing and Data Entry
- Complaint Resolution
- Telephone Etiquette
- Administrative Support
- Microsoft Word and Excel
- Time Management
- Problem Solving
- Communication Skills
- Attention to Detail

ACHIEVEMENTS

- Consistently met and maintained daily call targets at IDial Call Centre
- Maintained high data accuracy (95%+) in customer information capturing
- Recognised for reliability and punctuality in fast-paced work environments
- Demonstrated ability to handle high call volumes while maintaining service

quality

WORK EXPERIENCE

Call Centre Agent

IDial Call Centre

2022 – 2023

- Handled approximately **60–100 customer calls per day** in a high-volume environment
- Consistently met daily call targets and performance expectations
- Maintained an estimated **95%+ data capturing accuracy rate**
- Assisted customers with enquiries, complaints, and service-related issues
- Updated and maintained customer records on internal systems
- Escalated complex queries to relevant departments when necessary

Cashier

Shoprite

2023

- Processed **100+ transactions per shift** accurately
- Performed daily cash reconciliation with minimal discrepancies
- Delivered efficient service in a fast-paced retail environment
- Assisted customers with product queries and issue resolution

Administrative Volunteer

School

2024

- Supported daily administrative tasks including filing and document organisation
- Maintained accurate record keeping and document handling
- Assisted staff with general office duties

EDUCATION

N4 – N5 Certificate in Business Studies

Westcol College

2024

National Senior Certificate (Matric)
Phahama Senior Secondary School
2021

TECHNICAL SKILLS

- Microsoft Word
- Microsoft Excel
- Data Entry
- Fast and accurate typing

LANGUAGES

- English
- Setswana
- isiXhosa
- isiZulu
- Xitsonga

REFERENCES

Available upon request