

## **Khethani Sidiya**

Customer Service & Retention Specialist | Call Centre Expert | Client Relationship Management

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### **Professional Summary**

Customer-focused and results-driven professional with over 5 years' experience in customer service, client relationship management, and retention environments. Proven ability to handle inbound and outbound client interactions, resolve complaints effectively, and improve customer satisfaction. Strong communication, administration, and problem-solving skills, with experience in insurance and telecommunications industries.

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### **Education**

#### **National Senior Certificate (Matric)**

2014

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### **Work Experience**

#### **Self Employed - Retail Spaza Shop Owner**

*June 2025 – Present*

- Manage daily operations of my retail spaza shop
  - Sell groceries, as well as hairpieces to a diverse customer base
  - Delivered excellent customer service and built strong relationships with repeat clients
  - Manage stock control, purchasing, and supplier coordination
  - Ensured cleanliness, organisation, and smooth running of the store
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### **Retention Consultant**

#### **Capita – Cape Town**

*February 2023 – May 2025*

- Managed retention of UK-based customers through inbound and outbound calls
- Assisted customers with contract upgrades and device changes
- Issued PAC and STAC codes where required

- Handled customer complaints and contract-related queries
  - Processed cancellations and disconnections professionally
  - Maintained high levels of customer satisfaction and retention
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## **Customer Service Consultant**

### **Emerald Life – Cape Town**

*February 2021 – February 2023*

- Managed inbound and outbound customer service calls
  - Resolved and escalated client complaints efficiently
  - Conducted funeral policy application audits
  - Assisted clients with claims processes and documentation
  - Processed policy amendments and escalations
  - Ensured compliance with company policies and service standards
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## **Client Relationship Assistant / Store Manager**

### **Digital Generation – Johannesburg**

*April 2015 – December 2018*

- Managed retail store operations and daily activities
  - Communicated with clients regarding quotes, queries, and invoicing
  - Maintained and updated client product catalogues
  - Identified and prioritised customer needs
  - Handled customer complaints and service requests
  - Processed orders and provided product/service information
  - Escalated issues to relevant business departments
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## **References**

Available on request