SOPHIE MALULEKE

Customer Service | Call Centre | Administration | Teamwork

Phone	Email	Location
062 441 0458	nyeletisophie065@gmail.com	Devland, South Africa

PROFESSIONAL SUMMARY

Dedicated and enthusiastic individual with experience in customer service, call-centre support, administration and working in team environments. Strong communication and problem-solving skills, with the ability to handle multiple tasks, interact professionally with customers and colleagues, and adapt to different working environments. Currently studying towards a Diploma in Corrections Management at the University of South Africa (UNISA) and holder of a Certificate in Security Training.

KEY SKILLS

- Customer Service
- Conflict Resolution
- Attention to Detail
- Leadership
- Customer Relationship Management (CRM)
- Excellent Communication
- Data Entry
- Team Collaboration
- Goal Setting
- Crisis Management
- Problem-Solving
- Time Management
- Adaptability
- MS Office Suite
- Team Building

WORK EXPERIENCE

Volunteer – NYS Spotlite Education

Arise and Shine Hope Center & Khensani Day Care | 6 months, 2024

- Assisted with daily operations and administrative activities.
- Supported the well-being and safety of children.
- Provided administrative support to management.
- Communicated with children, parents and staff.
- Developed strong interpersonal and communication skills through daily interactions.

Call Centre Agent – Italk Call Center

2 months, 2020

- Handled inbound and outbound customer calls.
- Provided customer service and assistance to clients.
- Managed multiple customer interactions and prioritised tasks.
- Assisted with resolving customer complaints.
- Used problem-solving skills to address customer concerns.

EDUCATION

Diploma in Corrections Management — University of South Africa (UNISA)
Currently enrolled

Certificate in Security Training — NBE Safety Directors
2024

National Senior Certificate (Matric) — Progress Comprehensive High School
2018

LANGUAGES

English • Xitsonga • Tshivenda • IsiZulu

REFERENCES

Clinton Trainer, Italk Call Center 072 337 9997	**Nomsa** Supervisor, Arise and Shine Hope Center 079 782 4467
Caroline Principal, Khensani Day Care 067 244 2568	