KARABO MASIE NTSIBANDE

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PROFESSIONAL PROFILE

Customer-focused sales and client-service professional with experience in sales representation, retail sales, telephone communication, client follow-up and reception administration. Skilled at identifying customer needs, explaining products, supporting sales activities, processing customer information and maintaining professional customer relationships. Brings a motivated, adaptable and service-oriented approach, with computer literacy and administrative skills to support sales performance and customer satisfaction.

KEY SKILLS

- Customer needs identification and product recommendations
- Sales support, product promotion and retail selling
- Client follow-up and relationship building
- Telephone communication and active listening
- Customer service, enquiries and issue handling
- Customer information and order-form processing
- Professional communication, persuasion and teamwork
- Computer literacy: Microsoft Office and spreadsheets
- Record keeping, filing and administrative accuracy
- Multitasking, adaptability and practical problem-solving

WORK EXPERIENCE

Receptionist | Affinity Life Limited

November 2025 – September 2026

- Responded professionally to customer enquiries and supported day-to-day reception and office activities.
- Processed information, filed documents and used spreadsheets to support accurate record keeping.
- Helped maintain a positive customer experience through clear communication and a professional approach.

Locum Receptionist | Affinity Life Limited

June 2025 – November 2025

- Communicated with customers by telephone and provided reception-based customer service.
- Used Microsoft Office and followed company procedures while supporting routine administrative tasks.
- Managed multiple tasks while remaining helpful, organised and professional.

Sales Representative | Affinity Life Limited

February 2025 – June 2025

- Supported the sales process by listening to clients and responding to their needs.
- Followed up with customers and processed order forms containing customer information.
- Contributed to client service and sales activities while managing multiple tasks.

Sales Assistant | The Space Retail

December 2022 – March 2023

- Assisted customers with product selection by explaining product features and options.
- Maintained organised product displays and supported safe stock storage.

Sales Assistant | 361 Sports Wear

August 2022 – November 2022

- Communicated with customers and supported retail sales activities.
- Helped identify prospective customers and used computer skills for sales-related tasks.

EDUCATION

Grade 12 / NQF Level 4 | Tsosoloso Ta Afrika Secondary School
Please confirm Grade 12 completion status before submitting if it is not already completed.

ADDITIONAL INFORMATION

SA Youth assessments completed in September 2026 indicate strengths in practical problem-solving, adapting to change, weighing options and maintaining a positive, motivated approach to work.

REFERENCES

Available on request