



# Sinethemba Betela

## Customer Service Agent

📍 9 Amy Belhi, Vukuzenzele

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🌐 South Africa

## PROFILE

I am an enthusiastic, self-motivated, reliable, responsible and hard working person. I am a mature team worker and adaptable to all challenging situations. I am able to work well both in a team environment as well as using own initiative. I am able to work well under pressure and adhere to strict deadlines.

## LANGUAGES

English



IsiXhosa



Afrikaans



## PERSONAL DETAILS

Date of Birth	23/ May/ 1996
Gender	Female
Marital Status	Single
Religion	Seventh Day Adventist
Health	Excellent
Citizenship	South African by Birth

## EXPERIENCE

11 April 2022- Current

Customer Service Advisor

*Webhelp*

- Providing first-class customer service via telephone, email, chat, social media on technical issues
- Helping customers with online orders, payment, and refunds processing. Data Capturing and assist customer in resetting their password.
- Ensuring all communication with our client's customers are handled professionally and promptly.
- Recording details of customer comments on the database provided, leaving clear notes.
- Demonstrating strong product knowledge to ensure all customer queries are answered correctly.
- Taking ownership of the customer experience by providing excellent service.
- Achieving the key targets set.
- Adhering to quality standards and ensuring consistency in all interactions.
- Assist with troubleshooting error messages

Promotion

- After 5 months in my career at Merchants was upskilled to the Identity & Fraud Team where I did duties such as emailing clients, whitelisting log eye

January 2022- February 2022

Student Social Auxiliary Work

*Realistic CBO*

- Working with families, groups and individual
- Filing, conduct observations and collecting data
- Implementing recommended interventions
- Welcoming clients, screening clients and making appointments.

## EXPERIENCE

6 December 2019- 5 Jan. 2021

### Call Centre Agent

#### Merchants Experian

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September 2018- Dec. 2018

### Intern

#### Vuyani Primary School

- Filling
- Data Capturing
- Cheque requisition
- Making large amounts of copies
- Collecting money for school events
- Calculating absenteeism for the school

## SKILL

Excellent Verbal & Written Communication Skills

MS Office

Team player

Time Management

## EDUCATION

2015- National Senior Certificate

*Alexander Sinton High School*

2019- Diploma in Public Administration

*Damelin Mowbray Campus*

2022- Higher Certificate in Social Auxiliary Work

*University of South Africa*

## INTERESTS & ACHIEVEMENTS

- Lead Soprano in church choir and conductor of the worship team.
- Teach the 'Friends' class in the church Pathfinder club.
- Volunteer to raise funds for the underprivileged children at the community school.
- Volunteer to teach kids how to dance and also talk about life choices.
- Graduate in Public Administration.
- Member of the Cultural Committee.
- Incorporate dance techniques on my dance group.
- Lead performer for the Cape Town Carnival.
- Awarded the Most Innovative and Outstanding Contribution in the Western Cape Region Ambassador Ministry of the Seventh Day Adventist Church.

## REFERENCES

**Shanon Carolus- Team Leader**

065 873 6527

**Akhona Myendeki- Youth Leader**

083 578 3377

**Nontuthuzelo Phankisa- Internship Mentor**

073 308 6760

**Ziyanda Jiya - Practical Mentor (Social Work)**

078 521 0171