**NONTOBEKO NDABA**
33 Gower Umbilo | 071 426 1466 | nontondaba87@gmail.com

### **OBJECTIVE**

Passionate and results-driven professional with a Sociology degree and strong experience in customer support, administration, and client communication. I aim to contribute my skills and dedication to a non-profit organization, supporting impactful initiatives that enhance lives and empower communities.

### **EXPERIENCE**

**Child Welfare and Probation Services** | 2015–2016
Customer Support & Administrative Support

* Delivered professional and empathetic service to clients in high-pressure situations via phone, email, and in-person interactions.
* Streamlined administrative operations, ensuring accurate data entry and timely report generation.
* Collaborated with colleagues to address client needs and ensure operational efficiency.
* Supported vulnerable individuals by fostering a client-first approach, maintaining confidentiality, and managing sensitive cases.

**Hebert Chitepo Law School** | 2022–2023
Administrative Support & Client Communication

* Coordinated appointments, managed schedules, and ensured seamless client communication.
* Performed precise data entry, maintaining up-to-date records and streamlining documentation processes.
* Assisted in enhancing operational workflows, contributing to improved client experiences.
* Communicated effectively with stakeholders, ensuring clarity and professionalism in all interactions.

### **EDUCATION**

**Bachelor of Social Sciences in Sociology**
Great Zimbabwe University | 2017

**Matric**
Buhlebemfundo High School | 2007

**Certifications**:

* Certificate in Basic Computer Skills (HWSETA)
* Certificate of Competence
* Fundamentals of Digital Marketing | 2024

### **SKILLS**

* **Customer Support Expertise**: Skilled in managing high volumes of calls and inquiries with empathy and efficiency.
* **Administrative Proficiency**: High accuracy in data entry, scheduling, and process management.
* **Communication & Problem-Solving**: Strong interpersonal skills to build trust and resolve client issues effectively.
* **Technological Adaptability**: Proficient in tools like Salesforce, Twilio, and Zoom, with a quick learning curve for new systems.
* **Team Collaboration**: Works effectively in team environments, fostering a positive and goal-oriented culture.
* **Time Management**: Proven ability to handle multiple responsibilities in fast-paced settings.

### **PROFESSIONAL ATTRIBUTES**

* **Empathy & Compassion**: Prioritizes understanding client needs to provide impactful support.
* **Resilience**: Thrives under pressure while maintaining professionalism and productivity.
* **Continuous Learner**: Committed to self-improvement and adapting to new challenges.
* **Community Focused**: Passionate about contributing to causes that uplift and empower others.

### **REFERENCES**

Available upon request.