

RETHABILE KWATSHA

CONTACT

0677975629

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LANGUAGES

Xhosa: First Language
Proficient

English: Second Additional
Language, Proficient

SKILLS

Microsoft Office Suite

Data Analysis

IT Support

Communication

Willingness to Learn & Adapt

Time Management

Problem Solving

EDUCATION

Simons Town School

2016 - 2020

High School

Cape Peninsula University
of Technology

2021

Higher Certificate in

Information and

Communication Technology.

2021

Google Information

Technology Certificate.

2025

3RD Year ICT Student

PROFILE

I am a motivated tech-savvy ICT student currently in the final year of Diploma at Cape Peninsula University of Technology (CPUT), holding a Higher Certificate in ICT and a Google IT Support Certificate. Equipped with a valid driver's license and a passion for problem-solving, innovation, and continuous learning. Ready to contribute positively to a team while gaining hands-on experience

EXPERIENCE

Customer Service Agent Takealot.com

October 2022 – January 2023

September 2024 – January 2025

Handled customer queries via phone, email, and chat, ensuring timely and professional responses

Resolved complaints and escalated issues when necessary

Maintained accurate records using internal systems

Delivered excellent service while working in a fast-paced environment

Promoter at Tradeways

January 2023 - December 2023

Promoted and demonstrated products at retail stores and events to boost brand awareness

Engaged with customers to explain product features and benefits

Distributed samples and marketing materials to encourage sales

Collected customer feedback and reported on daily promotional activities

Maintained a professional brand image and ensured product displays were well presented