

CURRICULUM VITAE

Clive Chenjerai Makozhu

CONTACT INFORMATION:

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Location: South Africa

PERSONAL DETAILS

Date of Birth: 27 September 1991

Marital Status: Single

Nationality: Zimbabwean

Languages: English, Shona

Passport Number: GN383935

PROFESSIONAL SUMMARY

Experienced Customer Care and IT Support Specialist with over 9 years of experience providing technical support, resolving customer inquiries, and maintaining Point of Sale (POS) systems. Skilled in delivering excellent customer service, diagnosing hardware and software issues, and ensuring client satisfaction. Seeking a challenging role as a Customer Care Specialist in a dynamic and customer-focused environment.

KEY SKILLS

- Customer Service Excellence
- knowledge of Salesforce
- Technical Support for POS Systems (GAAP, POS CONTROL, KINGPOS, DOMINOS, SURESWIPE, LRS, UNITY, and Menu Boards)
- IT Troubleshooting and Diagnostics
- Networking (LAN/WAN)
- Problem Resolution and Client Retention

- Remote Support and Training
 - Effective Communication and Follow-ups
 - Service Delivery and Process Improvement
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EMPLOYMENT HISTORY

1. Helpdesk Technician

Company: **Gaap Point of Sale**

Location: South Africa

Dates of Employment: January 2016 – Present

Duties:

- Provided exceptional customer service and technical support to clients using Gaap products, including GAAP, POS CONTROL, KINGPOS, DOMINOS, SURESWIPE, LRS, UNITY, and Menu Boards.
 - Diagnosed and resolved technical hardware and software issues efficiently, ensuring minimal disruption to clients.
 - Responded to customer inquiries via phone and email, delivering accurate and timely solutions.
 - Escalated complex issues to appropriate teams and ensured follow-through until resolution.
 - Processed and recorded customer interactions and problem resolutions using Salesforce.
 - Offered alternative solutions to retain clients and maintain satisfaction levels.
 - Stayed updated with new software and hardware enhancements to provide accurate guidance to customers.
 - Conducted scheduled follow-ups with clients to ensure issues were fully resolved and expectations were met.
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2. Bowling Pinsetter Technician

Company: **The Fun Company**

Location: South Africa

Dates of Employment: April 2014 – December 2015

Duties:

- Delivered high-quality technical support by repairing and maintaining automatic pinsetting bowling machines.
- Diagnosed mechanical and electrical issues using testing equipment and implemented effective solutions.

- Cleaned, lubricated, and maintained machinery to ensure smooth operations.
 - Provided training to assistants on basic troubleshooting and defect repairs.
 - Managed inventory of spare parts and placed orders to maintain equipment readiness.
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3. Information Technician & Ten Pin Bowling Technician

Company: **Xtreme Ten Pin Bowling**

Location: Johannesburg, South Africa

Dates of Employment: February 2013 – April 2014

Duties:

- Adjusted and repaired bowling machines and configured computer networks to ensure operational efficiency.
 - Delivered orientation and training to staff on technology usage and potential applications.
 - Troubleshoot computer hardware and software issues, installing updates and security measures as required.
 - Managed inventory and maintenance schedules to optimize equipment uptime.
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4. IT Technician

Company: **Mastal Computer Solutions**

Location: Johannesburg, South Africa

Dates of Employment: March 2012 – December 2012

Duties:

- Provided hardware, software, and network support to clients.
 - Maintained and repaired CCTV systems, ensuring reliable surveillance operations.
 - Installed workstations, configured networks, and loaded necessary software.
 - Documented maintenance logs and recommended system upgrades to enhance client performance.
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EDUCATION

Diploma in PC Engineering

Institution: **Birnam Business College, South Africa**

Year Awarded: December 2011

Modules Completed:

- A+ Hardware/Architecture: Distinction
 - A+ Software/Architecture: Distinction
 - Network Technologies N+: Distinction
 - Office Management and Business Skills: Pass
 - Business Communication: Pass
 - Basic Principles of IT: Pass
 - MS Internet & Email: Pass
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CONTACTABLE REFERENCES

Mr. Marnus van der Walt

Position: Managing Director

Company: Mastal Computer Solutions

Phone: (+27) 84 662 7687

Email: info@mastal.co.za

Ms. Emmah Kafambira

Position: Assistant Manager

Company: Xtreme Ten Pin Bowling

Phone: (+27) 84 616 6283

Email: xtremebowling@gmail.com

Mrs. Nokuthula Mthembu

Position: Admin Manager

Company: The Fun Company

Phone: (011) 447-4099

Email: rosebank@thefuncompany.co.za

Anthony Ndumase

Position: Call Center Manager

Company: Gaap Point of Sale

Office Phone: 086 174 5260

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