

# ANEC MHLAMBI

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📍 Cape Town

## PROFILE

Dedicated and personable customer service professional with over 6 years of experience in call center and digital support environments. Proven expertise in retention strategies, dispute resolution, and exceeding performance targets. Currently expanding technical skills through coding certifications in HTML, CSS, and JavaScript, with a recent certificate in Advanced Web Development focused on responsive design and deployment.

## EDUCATION

**2025**

**SHECODE**

- Advanced Web Development Certificate

**2020**

**GOOGLE DIGITAL SKILLS FOR AFRICA**

- Fundamentals of Digital Marketing - Higher Certificate

**2012**

- THUTO-LESEDI SECONDARY SCHOOL - HIGH SCHOOL DIPLOMA (2012)

## SKILLS

- Chat-Based Customer Support
- Customer Retention & Dispute Resolution
- CRM & Data Tools (Excel, CCBS, ABOO, Khorus)
- Front-End Web Development (HTML, CSS, JavaScript, Responsive Design)
- Code Editor (VS Code), GitHub, Web Deployment
- Multilingual: English, Zulu, Portuguese
- Team Collaboration, Communication & Adaptability

## REFERENCE

- Lebohang Tshwane - Team Leader (Renewals): 076 037 2580
- General Mathe - Manager: 081 287 9319
- Thulani Mokoena - Team Leader (Retentions): 071 998 4470
- Nomazulu Mpofu - Team Leader (Social Media)
- Hunter Lee - Manager (Melon Mobile) - 0795229295

## WORK EXPERIENCE



**2025 - PRESENT**

Melon Mobile

### Chat Support Assistant

- Assisting customers via WhatsApp chat with queries, activations, and troubleshooting
- Logging issues and escalations with MTN and Amdocs
- Delivering friendly and efficient digital support
- Supporting SLA delivery and workflow improvements
- Built and maintained courteous and effective working relationships.
- Picked up additional tasks to aid team success.

■ **Nov 2023 – Jan 2025**

Rain

### Retentions Service Agent

- Resolved customer issues and retained clients through tailored offers
- Analyzed cancellation feedback for retention strategies
- Consistently exceeded performance and quality goals
- Collaborated with team members to achieve target results.
- Managed complaints with calm, clear communication and problem-solving.
- Handled customer concerns and escalated major issues to supervisor.

## **Nov 2022 – Nov 2023**

Telkom

### **Retentions Consultant**

- Handled cancellations, offered retention deals, and resolved disputes
- Handled complex problems and issues by understanding root causes and implementing solutions.
- Facilitated workshops and training sessions to upskill team members and improve service delivery.
- Interfaced with client leads and became trusted advisor or confidant to client.
- Carried out data analysis and assessment and presented results to management.

## **Nov 2016 – Nov 2021**

Telkom

### **Retentions Consultant – Telkom**

#### **Oct 2020 – Nov 2021**

- Handled cancellations, offered retention deals, and resolved disputes

### **Onbound Renewals Representative – Telkom**

#### **Apr 2018 – Feb 2020**

- Renewed contracts, tracked performance in Excel, and achieved sales targets

### **Inbound Call Centre Representative – Telkom Mobile**

#### **Jan 2016 – Apr 2018**

- Managed billing queries and inbound calls with professionalism
- Promoted additional services and logged complaints effectively

## **C E R T I F I C A T E S**

- SheCodes Advanced: Responsive development, JavaScript, deployment
- SheCodes Basics: HTML, CSS, JavaScript, and VS Cod