

Ayanda Makamu

KwaMashu, Durban, South Africa

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Professional Summary

Detail-oriented Customer Service and Administrative Professional with a strong command of English writing, editing, and analytical thinking. Experienced in evaluating information for accuracy, resolving complex queries, and delivering high-quality work under strict guidelines. Skilled at identifying errors, applying feedback, and maintaining consistent quality standards. Seeking to contribute to AI model training and evaluation through careful review, critical thinking, and language expertise.

Key Skills

- Fluent written and spoken English
- Writing, editing, and content evaluation
- Attention to detail & quality assurance
- Analytical thinking & problem-solving
- Grammar, tone, and clarity assessment
- Customer-focused communication
- Independent and remote work capability
- Time management & task prioritisation
- MS Office & CRM systems

Professional Experience

Discovery Health Medical Scheme – Customer Service Representative

January 2024 – January 2025

- Evaluated customer queries for accuracy, completeness, and correctness to ensure first-time resolution.
- Delivered consistent, high-quality written and verbal communication aligned with service standards.
- Identified service errors and escalated issues appropriately to improve resolution outcomes.
- Maintained accurate records of work completed and resolutions provided.
- Collaborated with internal departments to resolve complex customer queries efficiently.

Epicentre Walk-In Lab – Administration & Financial Officer

January 2023 – December 2023

- Reviewed and processed invoices, ensuring accuracy and compliance with internal standards.
- Maintained precise financial and administrative records with strong attention to detail.
- Responded to client enquiries via phone and email using clear, professional communication.
- Managed switchboard operations and handled sensitive information with discretion.
- Provided structured and accurate information to clients, students, and the public.

Cwayita Projects – Administrative Assistant

March 2022 – November 2022

- Drafted, edited, and formatted reports, proposals, and presentations to meet quality and branding standards.
- Conducted preliminary research and summarised findings clearly and accurately.
- Supported project tracking, timelines, and documentation review.
- Assisted with client communication and internal coordination.
- Reviewed documents for clarity, structure, and consistency.

Education

Northbury Park Secondary School

Matric Certificate (APS: 32)