

Bongani Kokwe

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SKILLS

- Communication
- Problem Solving
- Customer Service
- Team Leader
- Attention to details
- AWS (Cloud Practitioner)
- Technical Support
- Sales / Marketing
- Administrative Support

EDUCATION

NCV Level 4 in IT and Computer Science

False bay college, Cape Town (2019 -2021)

Grade 12/Matric

Kusile Comprehensive School (2012 – 2017)

CERTIFICATIONS/LICENSES

- FNB App Academy – Full Stack Development
- AWS Certified Cloud Practitioner
- IT Technical Support
- NQF Level 4 – IT and Computer Science
- Standard Bank – Retail Banking

SUMMARY

Proactive and results-oriented professional with expertise in customer service, warehouse operations, retail experience and technology adoption. A certified AWS Cloud Practitioner with a strong foundation in IT and systems development, bringing excellent problem-solving and technical support skills. Bongani is Known for thriving in dynamic, fast-paced environments, committed to professional growth, lifelong learning, and delivering operational excellence. The hands-on experience in customer support, information technology, administration, and logistics positions him as a valuable contributor to any team.

WORK EXPERIENCE

Learner Customer Service Support

Wipro, Cape Town

Nov 2023 – Jun 2024

- Resolved customer inquiries across phone, email, and chat platforms, achieving a 95% customer satisfaction rating.
- Conducted in-depth research to provide accurate solutions, leading to a 20% reduction in escalated cases.
- Mastered company protocols and call center procedures to efficiently handle over 100 customer interactions daily.

ICT Specialist

Siphamandla Secondary School, Cape Town

Feb 2023 – Oct 2023

- Spearheaded ICT integration projects, enhancing digital literacy among teachers and students.
- Conducted 10+ training sessions for 50+ educators, leading to a 30% improvement in classroom tech usage.
- Collaborated with stakeholders to implement sustainable ICT strategies, positively impacting student outcomes

Sales and Technician consultant

Vodacom, Cape Town

Apr 2022 – Oct 2022

- Achieved sales targets by 15% through excellent customer relationship management.
- Provided technical support, resolving 90% of issues on first contact.
- Led training on device setups, increasing new user satisfaction rates.

Picker/Packer

TFG – The Foschini Group, Cape Town

Jan 2018 – Jan 2019

- Accurately picked and packed products to meet daily targets and quality standards.
- Conducted stock checks to ensure inventory accuracy and minimize discrepancies.
- Maintained a clean and organized workspace, adhering to safety regulations.