

LEBOHANG MADIKANE

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PROFILE

With over five years of experience in sales, I have cultivated a deep understanding of customer dynamics and the art of persuasion. My approach is always customer-centric, focusing on understanding their needs and providing tailored solutions that add measurable value. I thrive on challenges, constantly seeking to improve my problem solving skills and stay ahead in a constantly evolving market.

I am currently exploring a new passion for web development, which I believe will not only enhance my abilities but also open doors to exciting opportunities in the technology-driven world of sales.

WORK EXPERIENCE

03/2022 – 03/2023

B2B Sales Representative Saint-Gobain

- Developed strategic plans prospecting, and managing key accounts
- Processed trade applications, quotations, and orders in a timely manner
- Coordinated stock deliveries as needed to ensure customer satisfaction
- Conducted cold calling efforts to generate new business opportunities
- Implemented marketing and promotional activities to drive sales growth
- Managed and maintained a robust sales pipeline to track progress and forecast revenue

08/2021 – 01/2022

Technical Support Associate Amazon

- Provided technical support to customers in an e-commerce environment
- Assisted users with navigating web applications to enhance their experience
- Resolved issues and troubleshoot technical problems efficiently
- Successfully completed a 6-month work from home contract position

12/2018 – 10/2020

Customer Service and Sales Consultant Qantas Airways

- Managed flight reservations and ticketing processes with a focus on fares, quotations, and sales
- Handled changes, cancellations, and refunds in a timely and efficient manner
- Provided comprehensive assistance to trainees to ensure seamless onboarding and training

10/2015 – 11/2018

Rental Sales Consultant
Avis Car Rental

- Managed reservations, check-ins, and check-outs for customers
- Coordinated delivery and collection of rental vehicles at CBD and Stellenbosch branches
- Promoted ancillary sales and effectively handled telephone inquiries
- Processed invoices, cash receipts, and conducted banking activities
- Departed to pursue new career opportunities

11/2014 – 10/2015

Internal Sales Consultant
Timberland

- Sales-man
- Assisting clients throughout the floor (purchasing apparel)
- Answering telephone enquiries and merchandising the store
- Cashier duties, banking and petty cash.

03/2012 – 08/2014

Area Assistance and Merchant
Pick n Pay

- Packing whilst maintaining stock rotation
- Stock taking and store merchandise

CERTIFICATION

05/2023 – 07/2024

Frontend Web Developer | Ai Career Essentials | Founder Academy
African Leadership University | Freecodecamp.org

2014 – 2017

Travel and Tourism | National Diploma
False Bay College

2011

Matriculation
Heideveld High School

SOFT SKILLS

- Communication and problem-solving
- Working independently and a team player
- Time management and leadership

TECHNICAL SKILLS

- Programming Languages, Web Development
- CRM, Version Control, & Software Proficient
- Sales Techniques & Linux

WEB PROJECTS

PERSONAL PORTFOLIO - My portfolio - Front-end Web Developer

NESS BEAUTY BAR - A beauty salon webpage

ATUM - A media agency specializing in digital communication solutions

AI TOOL REPOSITORY - a comprehensive Notion wiki project designed to organize and keep track of AI tools.