

# LEBOHANG MADIKANE

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## PROFILE

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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

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03/2022 – 03/2023

### **B2B Sales Representative Saint-Gobain**

- Developed strategic plans for planning, 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 airfares, 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	<b>Rental Sales Consultant</b> <b>Avis Car Rental</b> <ul style="list-style-type: none"><li>• Managed reservations, check-ins, and check-outs for customers</li><li>• Coordinated delivery and collection of rental vehicles at CBD and Stellenbosch branches</li><li>• Promoted ancillary sales and effectively handled telephone inquiries</li><li>• Processed invoices, cash receipts, and conducted banking activities</li><li>• Departed to pursue new career opportunities</li></ul>
11/2014 – 10/2015	<b>Internal Sales Consultant</b> <b>Timberland</b> <ul style="list-style-type: none"><li>• Sales-man</li><li>• Assisting clients throughout the floor (purchasing apparel)</li><li>• Answering telephone enquiries and merchandising the store</li><li>• Cashier duties, banking and petty cash.</li></ul>
03/2012 – 08/2014	<b>Area Assistance and Merchant</b> <b>Pick n Pay</b> <ul style="list-style-type: none"><li>• Packing whilst maintaining stock rotation</li><li>• Stock taking and store merchandise</li></ul>

EDUCATION

05/2023 – 06/2024	Software Engineer   Ai Specialisation   Founder Academy <b>African Leadership University</b>
2014 – 2017	Travel and Tourism   National Diploma <b>False Bay College</b>
2011	Matric <b>Heideveld High School</b>

SOFT SKILLS	HARD/TECHNICAL SKILLS
<ul style="list-style-type: none"><li>• Communication and problem-solving</li><li>• Working independently and a team player</li><li>• Time management and leadership</li></ul>	<ul style="list-style-type: none"><li>• Programming Languages, Web Development</li><li>• CRM, Version Control, &amp; Software Proficient</li><li>• Sales Techniques and Linux</li></ul>

WEB PROJECTS

PERSONAL PORTFOLIO - My portfolio - Software Engineer

NESS BEAUTY BAR - A beauty salon webpage

ATUM - A agency specializing in digital communication solutions