

Mojalefa Mokgesi

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Dear Hiring Team,

I am excited to apply for the Customer Outreach Specialist position. With a strong background in sales, marketing, and customer engagement, I bring a proven ability to build rapport with clients and deliver results in dynamic environments.

During my time as a Sales and Marketing Specialist at Absolutely Perfect Water, I honed my communication skills by directly engaging with customers, identifying their needs, and providing tailored solutions. I consistently exceeded sales targets by leveraging data-driven insights and maintaining strong customer relationships.

Key highlights of my experience that align with the role include:

- **Cold Calling & Relationship Building:** Skilled in initiating conversations with prospective clients, creating trust, and converting leads into loyal customers.
- **Market Research:** Experienced in analyzing market trends, identifying opportunities, and implementing targeted outreach strategies to maximize impact.
- **CRM Proficiency:** Familiar with CRM tools to document and analyze customer interactions, ensuring accurate tracking and follow-up.
- **Time Management & Flexibility:** Successfully balanced multiple tasks, including customer outreach, data analysis, and administrative duties, while meeting deadlines in high-pressure environments.

I am confident that my fluency in English, ability to adapt quickly, and dedication to delivering excellent customer experiences make me a strong fit for this position. I am particularly excited about working during CST hours and contributing to the team's goals through strategic cold calling and market research.

Thank you for considering my application. I would welcome the opportunity to discuss how my skills and experience align with your needs. Please find my resume attached for further details.

Sincerely,

Mojalefa Mokgesi

SUMMARY

Dedicated and ambitious professional with a fervent passion for personal and career growth. Recognized for a relentless commitment to learning and adapting swiftly to new challenges. Eager to leverage a proactive mindset and insatiable curiosity to contribute effectively in a dynamic work environment. Seeking opportunities to gain valuable experience, make meaningful contributions, and continually expand my skill set. A driven individual ready to embrace challenges, learn, and thrive in diverse professional settings.

SKILLS:

Technical Skills:

- Data Analysis
- Data Science
- CRM Software
- Marketing Automation Tools

Industry-Specific Skills:

- Sales
- Marketing
- Customer Relationship Management
- Digital Marketing
- Social Media Marketing

EDUCATION

AIE, Midrand, GP, 2023 - Current

Certificate of Higher Education: Data Science Solutions Developer (NC: IT Systems Developer NQF5) (ITFTOL) – Diploma

Ongoing Studies:

- **Data Science Solutions Developer (NC: IT Systems Developer NQF5)**
- In-depth study of Data Science principles and methodologies.
- Comprehensive understanding of IT Systems Development within the National Qualifications Framework (NQF).
- Hands-on experience with industry-relevant tools and technologies.
 - Practical application of statistical analysis and machine learning algorithms.
 - Proficiency in programming languages such as Python and R.
- Database management and design, including SQL.
- Creation and deployment of data-driven solutions.

Learning Expertise:

Soft Skills:

- Communication Skills
- Interpersonal Skills
- Problem-Solving
- Time Management

Independence:

- Proven ability to work independently and take initiative.

Action-Oriented:

- Demonstrated capacity to act swiftly in response to challenges.

Deadline-Driven:

- A mindset geared towards meeting and exceeding deadlines.

- **Course Projects:**



- Completed various hands-on projects demonstrating proficiency in Python, R, and SQL.
- Applied statistical analysis and machine learning algorithms to real-world datasets.
- Developed and deployed data-driven solutions as part of coursework.

- **Technology Exposure:**

- Gained exposure to emerging technologies within the data science and IT systems development domain.
- Demonstrated the ability to quickly adapt to new tools and technologies.

Orkney High School, Orkney, NW, 2017 - 2021

Secondary - Bachelor

High School Diploma with Bachelor's Degree Matriculation •

Completed secondary education at Orkney High School in 2017.

Achieved a Bachelor's Degree matriculation in 2021.