

CHEROZADE BHAYAT

+27799704882 | cherozade@gmail.com

OBJECTIVE

Detail-orientated professional with a solid background in data capturing, administrative support and extensive customer service support. Proficient in managing data accuracy, troubleshooting office systems and ensuring efficient operations. Seeking a role where I can apply my organizational skills, attention to detail and ability to support business processes while contributing to the success of a dynamic team.

EXPERIENCE

Data Capturer and Office Assistant

SNA Civil & Structural Engineers (pty) Ltd | 191 Vonkprop Rd, Samcor Park, Pretoria
0002 (HQ: 285 Albertus St, la Montagne, Pretoria, 0184) Mar 2016 – Aug 2018

- Capture Lab test results onto Excel sheets
- Send out technicians to sites to collect samples for testing
- Send out invoices to clients in a timely manner
- Switchboard control
- Email correspondence
- Filing, copying & faxing
- Meeting and travel arrangements
- Take meeting minutes and distribute accordingly

Customer Service Representative

Merchants/iiNet | 263 Victoria Rd, Salt River, Cape Town, 7925 Sep 2019 – Mar 2020

- Provide support to customers calling in for technical and/or billing support
- Troubleshoot Wi-Fi networks and devices remotely
- Set up installation appointments via appointments team
- Provide support via emails

Customer Service Representative

Capita SA | 6 Beach Rd, Maitland, Cape Town, 7405 Mar 2020 – Oct 2020

- Provide support to customers calling in for technical and/or billing support
- Troubleshoot heating and smart home devices remotely
- Set up installation appointments via appointments team
- Provide floor support to colleagues and new trainees

Customer Service Representative

Teleperformance SA | eleven ADDERLEY, 2 Adderley St, Foreshore, Cape Town, 8001

Dec 2020 – Apr 2022

Utilities campaign – Eon

- Provide support to customers calling in for technical and/or billing support
- Troubleshoot gas and electric meters devices remotely
- Set up installation appointments via appointments team

Insurance campaign – 1st Cental

- Assist customers calling in regarding policy and make adjustments upon request
- Policy cancellations
- Soft sales
- Provide customer service via webchat and emails

EDUCATION

High School

Klerksdorp Secondary School | 6 Patel St, Sakhrol, Klerksdorp, 2574 Dec 2013

Appointed as a Prefect in Gr.12 and was part of the School Magazine club. Obtained National Senior Certificate.

REFERENCES

Rachel Banda

SNA Civil & Structural Engineers (pty) Ltd | 012 751 9388

Jody-Ross Trout

liNet | 081 309 4511

Kayren Brink

Capita SA | 076 688 3741

Rayaan Allie

Teleperformance SA | 079 632 6000