

Ntombifuthi Mashinini

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Professional Summary

Customer service and IT support professional with over 5 years of experience delivering exceptional service across education, healthcare, and telecom sectors. Strong communicator with hands-on experience in CRM systems, data entry, and customer engagement. Skilled at cold calling, issue resolution, and using technology to streamline support. Certified in customer service excellence and continuously growing technical skills through training in cybersecurity, integration workflows, and web development.

Core Skills

Customer Service · Cold Calling · CRM & Data Entry · Microsoft 365 · Helpdesk Support · Ticket Management · Conflict Resolution · Flowgear Integration · Google Suite · Slack Communication · Communication · Attention to Detail

Certifications

- Innovative Customer Service Techniques – Online, 2024
- Flowgear Workflow Automation, Flowgear, 2025
- Google Cybersecurity Certificate, Coursera, 2025
- Cybersecurity Awareness, NEMISA, 2024
- Web Development, SheCodes, 2023
- Application Development, FNB App Academy, 2025
- CompTIA A+ (Theory Only), UniCollege, 2022

Experience

Customer Support Representative – Comed

Sept 2023 – Nov 2024

- Resolved customer queries via calls and chat
- Provided product and account guidance

- Maintained records and met service targets
- Logged data in CRM systems and managed follow-ups
- Collaborated using Slack for real-time issue escalation

Enrollment Clerk / Help Desk Agent – SPARK Schools*Jan 2019 – Apr 2022*

- Made over 200 cold calls per day to prospective parents
- Logged and updated customer details in CRM systems
- Managed support tickets in Mojo Helpdesk
- Provided detailed information about school programs and enrollment
- Used Google Docs and Forms for data collection and support tracking

Client Services Intern – Dept. of Health*Mar 2017 – Jul 2018*

- Assisted walk-ins and public service queries
- Managed documentation and front-desk communication

Reception Intern – Warden SAPS*Mar 2016 – Feb 2017*

- Handled reception duties and client support
- Assisted with admin and directed inquiries