

SIFISO MOLLEY

CUSTOMER SERVICE AGENT & MORE



PROFESSIONAL SUMMARY

I'm a dedicated and results-driven customer service and sales professional with recent experience working at iSON Experience as a Customer Service Agent on a SASSA campaign. With a strong passion for delivering exceptional customer experiences and driving sales growth, I've developed a unique blend of skills that enable me to effectively engage with customers, resolve issues, and meet sales targets.

I'm committed to continuous learning and professional development, and I've recently acquired a Microsoft BI certificate, enhancing my data analysis skills. Currently, I'm pursuing an Executive Diploma in Data Analytics and UX/UI through a flexible learning platform, further expanding my expertise in data-driven decision-making and user-centered design.

CONTACT

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📍 Address: 2018yellowston street Johannesburg South Africa

🔗 Portfolio: <https://rmolley-code.github.io/resume-/>

WORK EXPERIENCE

Customer service call agent | 2025/01 2025/06

iSON experience

- - Responding to customer inquiries and resolving issues in a timely and professional manner
- - Providing accurate information about SASSA services and policies
- - Documenting customer interactions and feedback to improve service delivery
- - Meeting or exceeding customer satisfaction targets and key performance indicators (KPIs)

Client support Agent | 2022-2024

FImash Projects PTY LTD

- • Collaborated closely with clients to assess their needs and deliver tailored web development solutions that aligned with their business objectives.
- • Established and maintained strong relationships with clients through regular communication, ensuring transparency and trust throughout the project lifecycle.
- • Proactively addressed client concerns and feedback, implementing solutions to enhance satisfaction and foster long-term partnerships.

Band Manager | 2010-2016

Inganekwane Ensemble

- Inganekwane Live Band
- • Collaborated with team members to deliver high-quality performances, showcasing strong teamwork and leadership abilities.
- • Engaged with audiences during performances, enhancing customer satisfaction and loyalty.
- • Organized concerts and planned ticket sales, ensuring successful events and maximizing attendance.
- • Marketed merchandise and sold music, contributing to revenue generation and brand visibility.
- • Conducted interviews with media and business partners, effectively promoting the band and its initiatives

REFERENCE

TSHIRELETSO | 073 210 4078

iSON experience

JEANETT | 065 630 1387

Fimash Projects



ACADEMIC HISTORY

Open University | 2022-2023

Google digital Marketing

- Analytics and reporting
- SEO
- Email marketing

Uniathena University | 2025-

Diploma in Data analysis

- Data collection
- Data cleaning and processing
- Data visualization

Uniathena University | 2024-2025

basics in Microsoft BI

- Collect and integrate data
- Analyze and visualize data
- Create reports and dashboards

CERTIFICATION

Digital Marketing | 2023

Google

Microsoft BI | 2025

Uniathena

Lodirile sec school | 2010

NQF lvl 4

LANGUAGE

- English
- isiZulu
- Setswana
- isiXhosa

SKILLS

- HTML & CSS
- Java script
- SQL
- Communication
- Problem-Solving
- UX/UI Design
- App Development

REGARDS

I'm a Results-driven customer service and data analysis professional with experience working in call center operations and business intelligence. Proven ability to deliver exceptional customer experiences, analyze data to inform business decisions, and drive process improvements. Skilled in Microsoft Business Intelligence and passionate about leveraging data insights to drive business growth."