

Ritalee Monde

Virtual Assistant

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EDUCATION

Msc in IT Project Management, Warsaw School of Computer Science, 2024

Certificate in Information Systems, Auditing, Control & Assurance, Hong Kong University of Science and Technology, 2021

Bsc in Public Health, National University of Science and Technology, 2017

SKILLS

- Proficiency in English
- Leadership
- Communication
- Excellent knowledge of MS Office
- Time and organization Skills

SUMMARY

- Passionate, dedicated, empathetic and detail-oriented individual with experience in Virtual Assistance and Customer Service who takes initiatives and ensures quality outcomes.
- I excel in email support, problem solving and am guided by the principle that every customer should be treated as though they were the first and only client.
- I quickly build rapport and trust with clients by using my ability to communicate empathy and active listening.

WORK HISTORY

Customer Service Representative 2019 - 2021
Econet Wireless, **Harare, Zimbabwe**

- Resolved, educated, escalated priority customer issues and created sales leads on all company products.
- Identified and satisfied customer needs in line with customer service and company policy.
- Provided customers with product and service information.
- Document queries that had a longer turnaround time and ensured resolution within promised turnaround time.

Customer Service Agent (Freelance) 2018 - 2018
Econet Wireless, Cassava Smart-tech **Marondera, Zimbabwe**

- Documented, escalated, and communicated customers' unresolved queries.
- Recommended new ways of handling customer queries to the Territory Lead to improve service delivery.
- Sold and distributed all of the company's products and services to customers