

# SABELO MDLALOSE (cv)

## Summery

A young customer service professional with 8 months of experience.

Aim to improve sales and customer retention in relation to relevant KPI's.

Eager to learn new skills and additional experience through problem solving and overcoming challenges.

## Experience

### Shop assistant

Dressed by Amour

2023

- Completed administrative, data entry and inventory management in a high-end boutique
- Facilitated sales as a sales representative by understanding the customers needs.
- Built and maintained relation-ships with clients with great interpersonal communication skills and thorough knowledge of inventory
- Participated in the creation of a digital footprint, created digital content for marketing and e-commerce

### remote customer support agent

Upwork

2022

- Fulfilled customer correspondence to maintain customer satisfaction. Receive inbound traffic (calls, emails). interacted with 80 clients a day.
- Generate and convert leads to clients through telemarketing.
- Kept and maintained a detailed spreadsheet of my daily output.

### Freelance copywriter

Upwork

2022

- Wrote articles for various clients
- Researched and verified information pertain to the given subject

### Delivery driver

Mr D/ Takealot

2022

- Collection and delivery of food in a timeously manner
- Ensured customer satisfaction and following the required procedures for Grievances

## Personal info

### Address

34 Addie ave

Selection Park, 1559

### Phone

063 890 7608

### Email

[Sabelolol7@gmail.com](mailto:Sabelolol7@gmail.com)

## Skills

- Drivers license
- Proficient in computer skills
- Excellent and confident speaker
- Sales
- Customer service
- Inventory management
- Meticulous in completing tasks
- Skilled writer
- Critical thinking and problem solving
- Sociable
- Multi-lingual
- Accountable and ambitious
- Versatile and enthusiastic team member

## Education

### **High school**

2020

Matriculated with a Bachelors endorsement

### **short course in front-end software DEV**

2023

To be completed in November