SIMON MASWABI

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About Me

I have four years of experience working with Oracle-based CRM systems, specifically Siebel GUIs, from my time as an Assistant Manager (2IC). Currently I'm seeking to transition into a more hands-on technical role that allows me to apply my knowledge and skills to develop innovative and unique products. In 2020, I completed a Level 6 Diploma in Software Development, and have been working part-time for a marketing company during my studies.

My key strengths include a strong work ethic, patience, readiness for challenges, and a commitment to ethical decision-making in all aspects of my work. I'm eager to find a collaborative work environment, and believe that the current global circumstances present an ideal opportunity to pursue this career path.

Work Experience

Brand Ambassador

BRAND SPANKING 2018-PRESENT

- Building relationships with customers and acting as a liaison between the brand and the customer.
- Demonstrating products and providing product knowledge to customers.
- Maintaining visual display of products in the store and ensuring branding materials are up-to-date.
- Meeting sales targets and persuading customers to make a purchase.
- Supporting marketing activities such as in-store promotions, special events, or sampling initiatives.
- Gathering customer feedback and reporting to management.
- Adhering to brand standards and values. Answering customer queries and providing advice on which products would best suit their needs.
- Providing training to other team members on product knowledge.

Assistant Manager

VODAFONE PUKEKOHE 2013-2018

- Experience with resolving online billing, technical and account issues via email, live chat and telephone.

- Diagnosing Technical issues and providing a relevant Action Plan to Client, so that we can provide an outstanding Technical Support and Excellent customer service.

- Demonstrated professionalism and courtesy with customers at all times.

- Following quality standards set by the quality management team.

- Trained new employees and explained protocols clearly and efficiently.

- Submit and process service requests for Broadband and Fixedline as well as Mobile and Business.

- Researched, documented and escalated cases to higher levels of support according to internal procedures.

- Participated in various incentive programs and contests designed to support achievement of production goals.

Currently working with

- React (Next js) 13
- Sanity Io (CMS)
- Typescript
- Tailwind.css
- node.js
- Vercel & Hostinger
- Strype Payments

To Build

- Web-Dev portfolio
- A personal Blog
- Beauty Therapy web-store

Education

Level 5
Diploma In Tech Support
NZSE | 2018

Level 6
Diploma In Software Development
NZSE | 2018-2021

Skills

Programming Languages

Language	Level
Javascript	Proficient
HTML	Proficient
CSS	Proficient
SQL	Intermediate
Typescript	Intermediate
Python	Beginner
C # & .Net	Beginner

Technologies & Frameworks

Technology	Level
vs Code	Proficient
Git & GitHub version Control	Proficient
Node & NPM	Proficient
Word, Excel,Outlook	Proficient
Google Drive	Proficient
React	Proficient
Canva	Proficient
Tinker CAD	Proficient
Windows Active Directory	Intermediate
Visual Studio	Intermediate
Windows Server 12R	Intermediate
Linux command line	Intermediate
Power shell	Intermediate
bash scripts	Intermediate
REST Framework	Intermediate
Tailwind, Bootstrap	Intermediate
MERN Stack	Intermediate