

Alwaba Leboang Hlam

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EDUCATION

University Of The People

BS IN BUSINESS ADMINISTRATION

April 2019 – April 2023

Google

CERTIFICATE IN DATA ANALYTICS

November 2021

Google

CERTIFICATE IN DIGITAL MARKETING

August 2020

eLearning College

CERTIFICATE IN BUSINESS MANAGEMENT

Johannesburg , South Africa

July 2021

eLearning College

CERTIFICATE IN HUMAN RESOURCES MANAGEMENT

Johannesburg South Africa

August 2021

eLearnoing College

CERTIFICATE IN PUBLIC RELATIONS

Johannesburg South Africa

September 2021

Norkem Park High School

CERTIFICATE IN MATRIC

Johannesburg South Africa

November , 2010

SKILLS

Process Improvement:

Client Relationship Building:

Healthy Safety Management:

Problem Solving:

Decision Making:

Data Analysis:

Spreadsheet:

Strong Interpersonal Skills:

Excellent Customer Relations:

Microsoft Excel:

WORK EXPERIRNCE

ANDICCIO24

CASHIER / WAITER

Johannesburg , South Africa

August, 2019 – Present

- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Maintained energy and enthusiasm in fast-paced environment.
- Increased customer satisfaction by resolving service issues.

XCHANGE INVESTMENT TRAINING (PTY) Ltd

CUSTOMER SUPPORT AGENT

Sandton, Johannesburg

JUNE 2018 – JULY 2019

- Maintained customer satisfaction with forward thinking strategies focused on addressing customer needs and resolving concerns.
- Provided customer support to internal and external customers.
- Cultivated customer loyalty, promoted repeat business and improved sales.

GREAT BURGER COMPANY

CASHIER / WAITER

Sandton , Johannesburg

April 2017 – May 2018

- Maintained customer satisfaction by clarifying questions about orders and specialty items.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Process Improvement.

SPACEX

OFFICE ASSISTANT

Fourways , Johannesburg

March 2016 – March 2017

- Assisted customers with appointments, special order request and made process changes to exceed customer satisfaction goals.
- Manage Inventory of basic office supplies and reorder as needed.
- Health and Safety Management

ACHIEVEMENTS AND AWARDS

March 2016 **Fundamentals In Starting And Running A Business,**

Yali Network

March 2017 **Strengthening Public Sector Services,**

Yali Network

May 2018 **Responsible Leadership in Transparency and Good Governance,**

Yali Network

REFERENCES

Tafadzwa Madziva

GENERAL MANAGER (ANDICCIO24)

011 823 1031 / 065 555 4487

Tamino Curnow

SUPERVISOR (XCHANGE INVESTMENT TRAINING)

067 074 5294

Innocent Zwane

SUPERVISOR (ANDICCIO24)

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