

# TEBATSO MAKOMA MOHOLOA

10 16th Avenue Alexandra 2090  
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## Objective

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To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## Personal Details

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- Date of Birth : 31/10/2000
- Marital Status : Single
- Nationality : South african
- Gender : Female
- ID no : 0010310480081

## Experience

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- **Kfc** 01 March 2021 - 31 June 2021  
Customer service team member
  - Investigated customer complaints and resolved issues in a timely manner.
  - Escalated complex customer issues to senior manager as needed.
  - Customer service engagement.
  - Exhibited excellent communication.
  - Developed positive relationships customers by providing excellent customer service.
  - Demonstrated strong intrapersonal skills by displaying a positive and helpful attitude to customers.
- **Pioneer foods** 01 July 2021 - 31 August 2022  
Merchandiser
  - Completed merchandise audits.
  - Liaised with store managers to ensure merchandise was correctly displayed.
  - Assisted with displays and offered ideas to increase product appeal.
  - Coordinated with vendors to resolve issues
  - Resolved customer service issues in a timely manner

## Reference

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- **Merriam - "KFC"**  
Customer service team leader  
0711700316

## Education

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- **Waverly girls ' high school** 2018  
Bachelor degree  
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## Skills

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- Customer Needs Analysis
- Excellent communication skills
- Attention to details
- Strong numeracy skills
- The ability to work under pressure
- Problem-solving orientation and creativity
- Team working capabilities
- Time management

## **Languages**

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- Sepedi
- Afrikaans
- English
- Zulu
- Write-English,Sepedi,Afrikaans
- Read-Write-English,Sepedi,Afrikaans,zulu