

# BETSERAI MUSENGI

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## CAREER OVERVIEW

I am a hardworking, self-driven individual with experience in customer service experience management who is motivated to maintain customer satisfaction and contribute to company success.

## CORE STRENGTHS

- Strong organisational skills
- Active listening skills
- Seasoned in conflict resolution
- Adaptive team player
- Customer services expert
- Telecommunications
- Telephone enquiries specialist
- Store maintenance ability

## ACCOMPLISHMENTS

### *Customer services*

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts

### *Sales*

- Consistently generated additional revenue through skilled sales techniques

### *Customer Interface*

- Greeted customers upon entrance and handled all cash and credit transactions.
- Assisted customers over the phone regarding store operations, product, promotions and orders.

### *Product Management*

- Updating and advising fellow Call Centre Agents on all changes and developments with regards to Product.
- Making follow-ups for all queries related to products that are brought to attention.
- Ensuring that CSRs and Team Leaders have all the required information and/or access to systems that they need to efficiently and effectively resolve customer queries

### *Training*

- Conducted in-house training of new interns and existing call centre agents on product mechanics as well as any new developments or modifications to services.
- Training of subordinates on sales strategies and product knowledge.

## WORK EXPERIENCE

- 08/2013 to Current     **Customer Services Representative Intern**  
**Econet Wireless Zimbabwe – Harare, Zimbabwe**
- Managed quality communication, customer support and product representation for each client.
  - Guaranteed positive customer experiences and resolved all customer complaints.
  - Kept abreast of rapidly evolving technology
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- 01/2013 to 08/2013     **Sales Manager**  
**Cotlam Trading Private Limited – Harare, Zimbabwe**
- Took special orders in person and over the phone to generate additional revenue.
  - Performed store opening duties, including counting cash drawers and checking all equipment for proper functioning.
  - Stocked and rotated inventory regularly.
  - Communicated all merchandise needs or issues to appropriate supervisors.
  - Regularly sought opportunities to up sell and add on additional merchandise.
  - Recommended, selected and helped to locate merchandise based on customer needs and desires.
  - Managed cash stock and inventory balances accurately.
  - Responsible for ringing up customers in a timely manner and guaranteeing high level of customer service.
  - Compiled weekly monetary reports and records for senior managers.
- 04/2010 to 12/2012     **Customer Services Officer**  
**Cotlam Trading Private Limited – Harare, Zimbabwe**
- Worked as a team member performing cashier duties, product assistance and cleaning.
  - Developed highly empathetic client relationships and earned reputation for exceeding sales goals.
  - Achieved high sales percentage with consultative, value-focused customer service approach.
  - Prepared and sold broad range of customized merchandise to individuals and commercial accounts.
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## EDUCATIONAL BACKGROUND

- 2016     **Bachelor of Commerce (Law)**  
**University of South Africa – Pretoria, South Africa**  
Continuing education in Bachelor of Commerce degree with specialisation in Business Management and Law
- 2012     **LCCI Diploma in Marketing**  
**Speciss College – Harare, Zimbabwe**  
LCCI diploma in Marketing with focus on Marketing, Public Relations, Selling and Sales Management
- 2008     **International Computer Drivers' License (ICDL)**  
**Silicon Valley Technologies – Harare, Zimbabwe**  
Certification in use and operation of Microsoft Office.
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## REFERENCES

**Mrs. E. Alonso**

Silicon Valley Technologies

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