**Tinashe Mukudu**

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**Leeds**

**LS119QL**

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**Personal Profile**

I am a well mannered, motivated and tenacious individual with over six years experience in sales and customer service. I have the ability to adapt in any working environment as proven with my previous experience. I pride myself on my ability to build relationships with customers through my interpersonal skills and my positive attitude towards set targets and objectives.

**Work Experience**

**Freshways/ Ocado – Delivery Driver June 2018 – Present**

* Navigating delivery locations
* Working on set delivery targets
* Collecting cash from the stores
* Delivering goods to a various chain stores

**Plusnet – Technical Advisor August 2017 – June 2018**

* Objection handling
* Problem solving skills and technical diagnostics clients computers
* Customer Service skills and an excellent phone manner
* Liaison with 3rd party Suppliers

**Fujitsu – Technical Service Specialist “Connect Service Desk” April 2016 – August 2017**

* DCLG/PINS Contracts
* Processing, Logging in Emails
* Diagnostics and remote fixes where appropriate for customers
* Processing Service Requests

**Capita – EE & Debenhams – Customer Service Advisor March 2013 – July 2014**

* Managing customer accounts
* Arranging payment methods for EE customers when they have fallen into arrears with their accounts
* Dealing with customer complaints
* Liaising with external parcel companies to track orders
* Dealing with inbound calls from EE and Debenhams customers regarding general enquiries
* Looking into customers bills regarding pro rata and data charges
* Upselling other EE products

**RFL:** Career development – I would like to secure a role that will challenge me and help me build and develop my skills and experience in customer service.

**KKarz – Sales Advisor January 2011 – March 2013**

* Valeting the motors and general maintenance with the vehicles we had on site
* Arranging appointments with customers for vehicle viewings
* Meeting and greeting customers and discussing the vehicles we had on offer
* Negotiating car sales with potential buyers.

**RFL:** I was working here part time whilst studying at University and wanted to secure a full time position.

**Greggs Bakers – Team** **Member October 2010 – March 2013**

* Serving customers over the till
* Baking fresh goods for the shop
* Taking in stock and allocating stock around the shop
* Dealing with shop orders
* Preparing fresh sandwiches for the day

**RFL:** This was a part time weekend job and I wanted to secure a full time position after finishing University.

**Education**

**Leeds Met/Leeds Park Lane Campus 2009 – 2012**

* Foundation Degree in Business Management

**Leeds Park Lane College**  **2007 - 2009**

* National Award In Business

**Northampton College at Daventry 2006 – 2007**

* 1st Diploma in Business

**Leeds Thomas Danby College 2005 – 2006**

* 1st Diploma in I.C.T

**Northampton College at Daventry 2004 – 2005**

* 1st Diploma in Sports Science

**Hobbies and Interests**

* Meeting new people
* Spending time with family
* Reading Novels
* Fixing vehicles
* Basketball

**Skills & qualities**

I am a responsible, reliable, well presented, highly organised, courageous young individual with robust self-confidence and self-motivation. My main attribute to an organisation is teamwork and efficiency. I am seeking a position in a vibrant progressive organisation.

Throughout my career I have demonstrated that I can work on my own initiative as well as having the capabilities to work as part of a multidisciplinary team. I have a proven track record of exceeding sales targets.

The core skills I hold include strong commercial awareness strong communication skills, the skills to adapt to change, listening skills, taking responsibility for improving performance, increasing personal effectiveness, the capabilities to deal with differences in opinion and sharing knowledge. I also possess the capabilities to motivate, inspire and direct fellow employees.

**References**

Available on request.