

## **VERONICA MOSHESHA**

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Driver's License: Code 10 with own Car

Languages: English, Setswana, IsiZulu

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## **PROFESSIONAL SUMMARY**

A highly skilled Electrical Technician with over nine years of experience in the electrical field, complemented by a strong background in quality assurance and customer relationship management. As a Quality Technician, specialized in tracing events on electrical networks, collecting and analysing data to identify areas for improvement, and proposing projects such as refurbishment or substation upgrades. Additionally, served as a CRM Supervisor, leading a team of 11 individuals to enhance customer service operations and ensure efficient workflow. A results-driven professional with a keen eye for detail, strong leadership abilities, and a commitment to optimizing electrical infrastructure and operational efficiency.

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## **EDUCATION**

- **B-Tech (Electrical Engineering HC)** – Tshwane University of Technology (2018)
  - **National Diploma (Electrical Engineering, NQF Level 6)** – Central University of Technology, Free State (2012)
  - **Grade 12 (Matric)** – Qibing Secondary School (2007)
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## **KEY COMPETENCIES & SKILLS**

- Customer Relationship Management (CRM)
  - Key Account Support & Sales Opportunity Identification
  - Quotation, Sales Order, and System Maintenance
  - Conflict Resolution & Problem-Solving
  - Collaboration with Cross-Functional Teams
  - Data Accuracy & Billing System Updates
  - Quality Assurance & Compliance
  - Electrical Installation & Maintenance
  - Process Improvement & Performance Monitoring
  - Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook)
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## PROFESSIONAL EXPERIENCE

### Eskom Distribution – Vryburg Area

#### **Position: Quality Assurance Technician**

*March 2013 – July 2019*

- **Event Tracing & Data Collection:** Monitor and trace events on the electrical network, collecting relevant data for analysis.
  - **Project Proposals:** Develop project proposals based on collected data, such as refurbishment plans or substation upgrades.
  - **Electrical Fault Analysis:** Analyse electrical drawings during faults to determine the root cause.
  - **Root Cause Analysis (RCA):** Conduct thorough investigations to identify the cause of system failures and recommend corrective actions.
  - **Interruption Impact Assessment:** Calculate the MVA lost during interruptions and assess the number of affected customers.
  - **Outage Duration Analysis:** Measure and report on the duration of power outages and their overall impact on the network.
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#### **Position: Customer Relations Supervisor**

*August 2019 – February 2023*

- Managed inbound interactions, ensuring excellent customer support.
- Oversaw back-office activities and coordinated non-technical dispatches.
- Conducted outbound campaigns and multi-media activities to enhance customer engagement.
- Provided first-line customer support for quotations, sales orders, and system maintenance.
- Ensured data accuracy in billing systems and resolved customer queries efficiently.
- Maintained knowledge of Eskom contracts and informed customers about projects.
- Identified sales leads and provided insights to the sales team for business expansion.
- Facilitated network connection activities and monitored service performance metrics.
- Supervised meter installation, reprogramming, and key change handouts to ensure smooth service delivery.

## **REFERENCES**

### **Tshepo Nkwanyana**

Plant Performance Manager

Eskom Distribution – Vryburg

Phone: 060 992 8811

### **Ezekiel Baruti**

Customer Relations Manager (Platinum Zone)

Phone: 078 976 1398