

LESLEY MASHAYA

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PROFESSIONAL EXPERIENCE

Rapport Communications, Lusaka, Zambia 2018 – 2022 **Client Services Manager**

- Handled complaints, provided appropriate solutions and alternatives within appropriate timeframes, and followed up to achieve resolution reducing job delivery corrections by 60%. • Brought on a client that accounted for 35% of the company's annual revenue • Built client relationships by responding to inquiries, identifying and assessing clients' needs, resolving problems, and following up with potential and existing clients increasing client satisfaction by over 70%.
- Established performance and service goals and held associates accountable for individual performance increasing productivity by 15%.
- Delivered outstanding service to clients to maintain and extend relationships for future business opportunities.
- Managed a team of 5 sales representatives that managed to generate business leads that led to the company's revenue going up by 25%

Din Media, Zambia, Lusaka 2016 – 2017 **Client Services Representative**

- Helped a large volume of customers every day with solutions to their needs and helped clients launch successful media campaigns.
- Communicated with clients regarding account services, statements, and balances. • Responded to customer calls and emails to answer questions about products and services. • Resolved concerns with products or services to help with retention and drive sales. • Increased customer retention by 25% from the previous year
- Accounted for 5% of the company's referrals due to excellent customer service.

EDUCATION

Alt-School Africa, Lagos, Nigeria 2021 Front-end Engineering Diploma:
Computer Science And Programming

Udemy 2020 Beginner Fullstack Web Development: HTML, CSS, REACT & NODE [LINK](#)

SoloLearn 2022 JAVASCRIPT, HTML, CSS, SQL, Responsive Design

SKILLS & OTHER

Skills: HTML, CSS, JavaScript, Git, Firebase, Technical writing

Frameworks: ReactJs, VueJs

Personal project: [Portfolio](https://lesmashaya.web.app/) with some of the projects I have worked on
<https://lesmashaya.web.app/>