

**Nokwanda Jennifer Madiba**

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**Professional Summary**

A highly organized and detail-oriented professional with strong customer service experience, adept at handling dispatching, coordination, and resolving technical issues. I possess excellent communication skills, a passion for learning, and the ability to adapt to new technologies. With a strong focus on problem-solving and multitasking, I aim to deliver exceptional service in a fast-paced environment.

**Professional Experience****Amazon Customer Service Associate**

*April 2021 – April 2023*

- Managed high volumes of inbound and outbound customer interactions with a focus on efficient service and issue resolution.
- Resolved escalated customer complaints, ensuring customer satisfaction and adherence to company policies.
- Consistently exceeded performance metrics, demonstrating strong communication and interpersonal skills.
- Applied problem-solving techniques to assist customers with technical issues.
- Documented interactions and maintained accurate records for future reference.

**PSG Wealth Administrative Assistant**

*November 2020 – April 2021*

- Coordinated and managed schedules, meetings, and front desk responsibilities in a fast-paced office environment.
- Provided administrative support, including maintaining databases, handling correspondence, and organizing key information.
- Developed strong multitasking and organizational skills, ensuring smooth operations.
- Acted as the first point of contact for client inquiries and provided professional communication in all interactions.

## **Education**

### **Boston College**

*2023 – Present*

- Majors: Systems Development, Web Development, and Business Management

### **Rietondale High School**

*2011 - 2015*

- Majors: Business Studies and Economics
- Additional Subjects: English, Mathematics, Life Orientation

## **Key Skills**

- Service Coordination & Dispatching
- Excellent Communication (Written & Spoken)
- Customer Service & Technical Support
- Strong Organizational Skills & Attention to Detail
- Scheduling & Multitasking
- Basic Understanding of Computer Systems & Networks
- Adaptability & Passion for Learning
- Documentation & Record Keeping

## **Technical Proficiency**

- Experience with Ticketing Systems and Scheduling Software (gained from handling high volumes of inquiries and scheduling tasks in past roles).
- Proficient in Microsoft Office Suite and other office management tools.