

RESUME

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Personal Statement/Objective Summary

I am a solution-orientated technical customer service professional with a background in inbound/outbound sales. I am skilled in problem solving, conflict resolution and interpersonal skills.

Experience

Amazon Customer Service Associate (Apr 2021 – Apr 2023)

- Implement and maintain departmental policies.
- Resolve escalated customer complaints.
- Handle high volume of inbound and outbound contacts.
- Provide exceptional customer service and support.
- Consistently exceeded performance metrics

PSG Wealth Administrative Assistant (Nov 2020 to Apr 2021)

- Provide administrative support to executive team by scheduling meetings and managing calendars.
- Maintain and update company databases, including client and employee information.
- Draft and compose professional correspondence, including emails, memos, and reports.
- Managed front desk, scheduling appointments, maintaining the reception area, and handling mail and deliveries.
- Handled sensitive and confidential information with discretion.

Education

Boston College (2023 – Present)

- Majors in Systems Development, Web Development and Business Management.

Rietondale High School (2011 - 2015)

- Majored in Business Studies and Economics
- Other subjects: English, Mathematics and Life Orientation.

Key Skills

- Problem solving and troubleshooting.
- Communication.
- Customer service and Sales.
- Working effectively in a team.
- Resolving technical issues.
- Time management.
- Organisational skills.

