

Olerato Diale

Customer Relations & Technical Support Professional

☎ 073 998 0675 | ✉ oleratodiale@gmail.com

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PROFESSIONAL SUMMARY

A seasoned Customer Relations Manager and Technical Support Specialist with over a decade of experience in customer relationship management, IT support, and strategic operations. Expert in creating and implementing strategies that boost customer satisfaction, improve processes, and drive revenue growth. Proven ability to lead cross-functional teams, streamline workflows, and deliver exceptional service using advanced CRM tools and technical platforms.

CORE SKILLS

- **Customer Relationship Management:** Skilled in resolving escalated client issues, improving satisfaction, and enhancing loyalty.
 - **IT Support & Troubleshooting:** Extensive experience in diagnosing and resolving technical issues with hardware, software, and systems.
 - **Strategic Planning:** Proven ability to develop and execute strategies that align with organizational goals and boost efficiency.
 - **Team Leadership:** Expertise in leading, training, and mentoring teams to achieve peak performance.
 - **Data Analysis & Reporting:** Strong proficiency in analyzing data to drive informed decision-making and improve performance metrics.
 - **Website Development:** Experienced in developing and optimizing websites for functionality and user experience.
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TECHNICAL PROFICIENCY

- **CRM Tools:** SAP, ServiceNow, Salesforce, Meta Business Suite
- **IT Platforms:** SharePoint, SAP BI Reports, Active Directory (AD), VPN
- **Web Development:** Elementor, Google Docs

- **Software Skills:** MS Office Suite, POS, Mitel, Discord, SRS, Ceres
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PROFESSIONAL EXPERIENCE

Customer Relations Manager

Virtual Collab | June 2024 – Present

- Spearheaded strategies to enhance customer satisfaction, resulting in a 98% positive feedback score.
- Developed and optimized website architecture, integrating APIs and improving performance.
- Acted as the primary point of contact for escalated client inquiries, resolving 90% of cases within the first 48 hours.
- Collaborated with finance, sales, and IT teams to address and resolve billing-related concerns.
- Generated detailed CRM reports to monitor team performance and identify areas for improvement.

Customer Support Specialist

Virtual Collab | April 2024 – May 2024

- Resolved over 200 technical support tickets monthly with a 95% first-call resolution rate.
- Trained non-technical users on software and hardware troubleshooting, improving their operational efficiency.
- Diagnosed and fixed hardware and software issues, maintaining SLA adherence.
- Reported complex IT problems for further escalation, ensuring timely solutions.

Managing Director

Peo-Entle HIV Wellness Management & Youth Skills Development | Jan 2022 – Mar 2023

- Increased revenue by 20% by implementing innovative business models and cross-selling initiatives.
- Developed HR and training programs that boosted team performance by 30%.

- Oversaw daily operations, including financial management, recruitment, and staff development.
- Reviewed and optimized marketing and promotional strategies, achieving measurable business growth.
- Managed stakeholder relationships, ensuring alignment with organizational objectives.

Helpdesk Support Engineer

EOH (Sasol Service Desk) | May 2014 – May 2020

- Provided comprehensive IT support, troubleshooting technical issues with a 98% resolution success rate.
- Installed, configured, and maintained hardware and software for a large user base.
- Trained junior staff and end-users in best practices for system operations and issue resolution.
- Customized software settings to align with user needs, increasing productivity by 15%.
- Documented and escalated unresolved issues, contributing to system improvements.

IT Helpdesk Analyst

JD Group | May 2012 – May 2014

- Enhanced internal workflows and reduced bottlenecks by implementing process improvements.
- Monitored systems and resolved technical issues to maintain optimal performance.
- Conducted data analysis to identify underperforming areas and proposed actionable solutions.

EDUCATION

- **Digital Marketing Diploma** – Shaw Academy (2018)
- **Advertising & Marketing Certificate** – Vega School (2008)
- **Matric** – Mokgome Senior Secondary (2007)

CAREER HIGHLIGHTS

- **Revenue Growth:** Achieved a 20% revenue increase as Managing Director by streamlining operations and introducing cross-selling strategies.
 - **Customer Satisfaction:** Consistently maintained a 95%+ satisfaction rate by resolving client issues quickly and efficiently.
 - **Team Leadership:** Successfully trained and developed teams to exceed performance targets.
 - **Process Optimization:** Implemented workflow improvements that reduced resolution times by 25%.
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AWARDS & RECOGNITION

- **Employee of the Year** – Virtual Collab (2024)
- Recognized for outstanding leadership and innovation at Peo-Entle Wellness (2023).