



Masungulo Sibiya

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Motivated and reliable Customer Service Representative with over three years of experience in customer service, call Centre and sales. Have a proven track record of enhancing customer satisfaction, building relationships with clients and handling high-pressure environments with ease and work effectively within team settings. I Mastered the art of getting leads and implementing a lead generation strategy.

Preferred occupation	Sales consultant Sales jobs
	Shop assistants Retail, store jobs
	Sales agent Sales jobs
Preferred work location	Johannesburg Gauteng

Contacts and general information about me

Day of birth	1999-12-31 (24 years old)
Gender	Male
Residential location	Johannesburg Gauteng
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period	nuo 2021.04 iki 2022.12
Company name	Brightsparks
You were working at:	Sales consultant
Occupation	Customer Service Representative
What you did at this job position?	<ul style="list-style-type: none">• Managed a high volume of inbound and outbound calls, maintaining a 95% customer satisfaction rate and consistently meeting performance targets in all areas• Resolved customer queries, complaints, billing, questions and service requests while keeping both the company and customer's best interest in mind• Maintained a high level of professionalism and efficiency to minimize customer dissatisfaction and increase customer loyalty to develop relationships with clients to drive repeat sales• Assisted new clients sign up and purchase tutoring packages, and existing clients renew or upgrade or renew their packages• Sent emails to clients to answer queries, and taking ownership to all calls and queries answered.

Education

Educational period	nuo 2013.01 iki 2017.12
Degree	Grade 12 / Matric
Educational institution	MAVALANI HIGH

Languages

Language	Speaking level	Understanding level	Writing level
English	very good	fluent	fluent

Computer knowledge

basic computer programming, MS office suite

Additional information

Driver licenses	None
Salary you wish	4500 R per month