

Singathiwe Patience Masango

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SUMMARY

Dedicated and customer-focused professional with excellent communication, problem-solving, and computer skills. Passionate about delivering outstanding customer service through phone, email, and live chat. Able to work independently in a remote environment, manage multiple tasks, and provide professional support to customers. Reliable, organized, and eager to contribute to a customer service team.

EDUCATION

Aaron Moeti Adult Centre

Matric (Grade 12)

2012

EXPERIENCE

Customer Service Representative

01 -01-2015 – 30-12-2018

Cashbuild Cashier

- Responded to customer enquiries by phone, email, and chat.
- Resolved customer complaints professionally and efficiently.
- Processed customer information accurately.
- Maintained a high level of customer satisfaction.
- Worked with team members to meet service targets.

TECHNICAL SKILLS

Customer service and client support

Email, phone, and live chat communication

Strong verbal and written communication

Computer literacy (Microsoft Word, Excel, Outlook)

Data entry and accurate record keeping

Problem-solving and conflict resolution

Time management

Teamwork and adaptability

Fast learner

Ability to work from home independently

REFERENCES

Available upon request.