Luvuyo Mboniswa

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Phone: 083 505 9739
Email: mboniswa335@gmail.com
Driver's License: Code 10

Professional Profile

Customer-focused and results-driven professional with over 4 years of experience in retail sales and client service. Proven ability to meet targets, resolve customer queries efficiently, and maintain high levels of customer satisfaction. Strong communicator with the ability to handle pressure, manage complaints, and deliver service excellence. Seeking to contribute to a Customer Solutions Centre by improving response times, service quality, and customer experience.

Key Skills

- Customer Query Resolution
- Complaint Handling & Problem Solving
- Meeting Sales & Service Targets
- Communication (Verbal & Written)
- CRM & Computer Skills
- Team Collaboration
- Time Management & Multitasking
- Customer Satisfaction Focus

Employment History

- Sales Representative (wellness Representative) – Mr Price Home (May 2020 – Present)
    - Assisted customers with inquiries, ensuring fast and accurate service
    - Maintained strong customer relationships to increase satisfaction
    - Consistently meeting monthly sales targets
    - Resolved customer complaints professionally
    - Handled high volumes of customer interactions under pressure
    - Provided product knowledge and solutions
    - Followed up with customers after sales
    - Participated in training and team meetings

Education

Senior Certificate (Matric) – Luban Motlhabi High School (2019)

Computer Skills

Microsoft Office (Word, Excel), Internet & Email

References

1. Ms Proud Mdluli - Mr Price Home

Sales Representative Manger

080 021 2535

2. Mentor Ms. Nelisiwe Maphumulo – PJ Consulting Company

Administrator - Mentor

071 1083 972

3. Mentor Ms. Philipine Masina

Administrator – Mentor

073 619 5924