KESAOBAKA MMOPI SHONGWANE

Phone: 081 716 0803
Email: kesaobakammopi@icloud.com
Address: 122 Suikerbekkie Street, Jan Niemand Park

Professional Summary

Motivated and career-driven professional with experience in customer support, recruitment administration, social media coordination, and retail operations. Skilled in candidate sourcing, CV preparation, interview coordination, document management, and customer service. Strong communicator with excellent organizational skills and the ability to support teams while maintaining high professional standards.

Professional Experience

Recruitment Team Support & Social Media Officer – Professional Sourcing

1. Scanned, copied, and saved registration documents on the M-Drive system to maintain accurate records.
2. Answered, screened, and forwarded incoming calls professionally.
3. Conducted employment reference checks for candidates.
4. Typed and formatted professional CVs for candidate submissions.
5. Planned and coordinated the social media content calendar.
6. Provided administrative and operational support to the recruitment team.
7. Created social media adverts and weekly blog content.
8. Assisted with candidate sourcing through career portals.
9. Coordinated candidate interviews for internal and external stakeholders.

Customer Support Engineer – Munch Cloud Base (Approx. 2–3 Years)

1. Provided technical customer support via phone and email.
2. Troubleshot cloud-based system issues and resolved customer queries.
3. Maintained high levels of customer satisfaction and service delivery.
4. Logged and documented support cases and escalated technical issues when necessary.

Cashier – Green Market (Jan 2019 – Dec 2022)

1. Processed cash and card transactions accurately.
2. Assisted customers with product inquiries and purchases.
3. Balanced tills and handled daily cash reconciliation.
4. Supported store sales and promotional activities.

Education

1. Electrical Engineering Certificate – Ekurhuleni Skills & Training Centre (2019 – 2022)
2. ECD (Early Childhood Development) Studies – Completed
3. NSC Matric Certificate – 2021
4. TEFL Certificate – 2023

Skills

1. Recruitment Administration
2. Candidate Sourcing
3. Interview Coordination
4. CV Preparation
5. Reference Checks
6. Social Media Content Planning
7. Customer Support

8 Document Management
9 Communication Skills
10 Administrative Support

References

1 Kedibone Mogotsi – Teaching Mentor, Nellie Swart School | 072 117 6058
2 Lerato Lehonono | 067 102 9494