AYANDA MDLULI

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Objective

Experienced customer service professional in search of a position as a customer service representative that allows for the application of excellent retention, communication and organizational skills when providing customers with a high level of support.

Personal Details

- Nationality : South African
- Gender : Female
- Health Condition : Excellent
- Criminal Record : None
- Languages : English
- Availability : Immediately

Education

- Cornerstone Performing Solutions - Johannesburg, Gauteng, South Africa
  Certificate in Banking Finance
  2020
- Rosebank College - Pretoria, Gauteng, South Africa
  Certificate in Human Resource Management
  2018
- NOSA - Boksburg, Gauteng, South Africa
  Certificate in SHE
  2014
- Tshwane University of Technology - Pretoria, Gauteng, South Africa
  Certificate in Management
  2006

Skills

- Organizational efficiency
- Planning and organizing
- Verbal and written communication
- Telephone etiquette
- Customer service
- Senior administration
- Deadline-driven

Experience

- **Shoprite Group** 05/2024 - 07/2024
  Customer Service - Granting Department
- **OnSite Waste Technology USA** 03/2024 - 07/2024
  Sales Support
  - Contract and Addendum Creation: Draft and prepare contracts and addendums for new and existing clients, ensuring accuracy and compliance with company standards
  - Communication Management: Effectively communicate service start dates and account setup information to clients via email, ensuring a smooth onboarding process
  - Form Creation for New Accounts: Develop and organize forms required for setting up new accounts, ensuring all necessary information is captured accurately
  - Data Entry: Transfer critical data from various Excel sheets to customer onboarding documentation worksheets, maintaining high levels of accuracy and organization
  - Internal Platform Management: Input and update pickup manifest information in our internal platforms, ensuring up-to-date and accurate data
  - Customer Engagement: Send out touchpoint template emails to new accounts to maintain engagement and ensure satisfaction
  - Client Interaction: Proactively reach out to customers for restarting their units, addressing any concerns or queries they might have
- **Propellium USA** 01/2024 - 02/2024
  Executive Assistant
  - Perform administrative support tasks, including updating and sorting files, and drafting and proofreading correspondence
  - Oversight of sales and creating map duties
  - Liaise with clients and keep them updated
  - Attending meetings with CEO
  - Communicating with customers
  - Assist with special projects as needed
  - Amending sales co-ordinations on Google Maps
  - Manage and coordinate communication across different time zones
  - Manage and coordinate executive calendars, schedule appointments, and organize meetings
  - Prepare and edit correspondence, reports, presentations, and other documents
- **Medvocation Poland** 10/2022 - 10/2023
  Sales Liaison Officer
  - B2B sales
  - Cold calling and sending cold emails leads
  - Customer retention
  - Managing Calendly and Google meetings
  - Attending Zoon and Skype meetings
- **Standard Bank** 04/2011 - 07/2021
  Banker
  - Bank Teller - Personal & Business
  - Customer Service Consultant - Branch Level
  - Receptionist - Branch Level
  - ATM Custodian - Branch Level
  - Cold Calling Leads
  - Facing Customer Service & Sales - Branch Level
  - Customer Retention Call Center - Inbound
  - Transactional Banker call center - Inbound
- **Department Of Justice** 2008 - 2009
  Administrator
  - Administration - Database fillng dealing with queries
  - Assisting with new files for the maintenance office
  - Court documents are prepared daily for Civil Court proceedings
  - File and records management for the magistrate

Additional Competencies

- - Computer and software proficiency (Microsoft Office 365)
  - Familiarity with American (USA) client culture and systems such as Slack, Loom, Vonage, Skype and Zoom
  - HubSpot
  - Google Suite
  - Calendar and email management
  - Customer support management
  - Data management on Excel spreadsheets
  - Critical and analytical thinking
  - Resilience

Reference

- **Jane Botha - Shoprite Group**
  Granting Department Supervisor
  083 968 9879
- **Teressa Michels - Medvocation Poland**
  Team Leader and Manager
  (+27) 082 782 8211