CURRICULUM VITAE
OF
GOMOLEMO NELLY MASEMULA

CONTACT DETAILS

Gomolemo Nelly Masemula

Email: gomolemomasemula@gmail.com | **Phone** 0787566740

Residential Address: 4668 Malandela Street, Tsakane 1550.

PROFILE

Dedicated and customer-focused professional with experience in customer service, administration, passenger handling, and healthcare support services. Skilled in resolving customer queries, handling complaints professionally, maintaining accurate records, and providing excellent client support. Strong communication, problem-solving, and organizational skills with the ability to work effectively in fast-paced environments. Currently pursuing a Bachelor of Arts in Philosophy, Politics and Economics and holds a Diploma in Public Relations.

EDUCATION

Bachelor of Arts in Philosophy, Politics and Economics **(In Progress)**

Diploma in Public relations – **Completed 2024**

Certificate in Data Capturing – **Completed 2018**

Grade 12 Certificate – **2012**

Skills

- Customer Care & Client Support
- Query Resolution & Complaint Handling
- Telephone & Email Communication
- Medical Administration Support
- Data Capturing & Record Keeping
- Professional Communication Skills
- Problem Solving & Conflict Resolution
- Time Management & Multitasking
- Microsoft Office & Administrative Support
- Teamwork & Customer Education

WORK EXPERIENCE

Ward/ administration Clerk
Pholosong Hospital | 2019- 2020

- Managed patient records and administrative documentation accurately.
- Assisted patients and visitors with queries and information.
- Supported hospital staff with office administration and record management.
- Maintained confidentiality and compliance with hospital procedures.

Contact details: Matron K Makgoba 011 812 6765

Customer Service Agent
Kenya Airways | 2018

- Assisted customers with travel-related queries and provided professional customer support.
- Resolved customer complaints efficiently while maintaining high service standards.
- Handled telephone and face-to-face customer interactions professionally.
- Provided accurate information regarding services and procedures.

Contact Details: Michele 078 1988 185

Passenger Handling agent
SA Airlink| 2015- 2016

- Assisted passengers with check-in and boarding procedures.
- Resolved customer concerns in a professional and timely manner.
- Delivered excellent customer service in a high-pressure environment.
- Ensured compliance with airline policies and procedures.

Contact Details: MO 072 200 9787

PERSONAL DETIALS

- Date of Birth: 25 July 1994
- Nationality: South African
- Driver’s Licence: Code 10
- Health Status: Good
- Marital Status: Single