Tembisa, South Africa 1632 | 069 396 2054 | Lindiwej.tshabalala@gmail.com

LINDIWE TSHABALALA

SUMMARY

Experienced Collection Agent with a strong background in customer service and returns processing, currently employed at Takealot online RF in Midrand, South Africa. Proven track record in adhering to KPIs, managing customer queries, and ensuring compliance with returns policies. Previous roles include Returns Clerk and Customer Consultant, demonstrating effective decision making, problem solving ability, and excellent communication skills. Proficient in Microsoft Excel and Word, with strong analytical and time management skills. Career goal: to leverage extensive experience in customer service to drive operational excellence and enhance customer satisfaction.

LANGUAGES

Home language: isiZulu:

Other language: English, Swati & Pedi:

EXPERIENCE

COLLECTION AGENT 01/2019 to Current
Takealot online RF, Midrand, South Africa

- Ensuring accurate handover of customer service
- Assist customers with queries relating to orders
- Adhering to KPI(customers must be served in 3min)
- Inspect the returns received from customers and see if they match the data written in the returns policy and make sure returns are properly stored.
- In some cases decline the returns according to returns policy.
- Conduct my work in order to ensure that the 48 Hours SLA and Returns Policy is strictly adhered to
- Escalating all the queries to frontline supervisors
- Maintain a clean and safe work environment
- Create and update daily collections spreadsheets.
- Currently working
- Reference Name: Vusi Ngwenya (Manager), Nontando Mpengesi (Supervisor).
- Reference contact: 078 046 6306 /073 135 0742

RETURNS CLERK 01/2018 to 01/2019
Takealot online RF, Kempton Park, South Africa

- Processed returned goods from drivers efficiently.
- Handled returns from both customers and suppliers.
- Managed communication with head office and suppliers through Zendesk tickets.
- Updated and created daily spreadsheets for suppliers and sellers.
- Duration: 1 Year served
- Reference name: Nontando Mpengesi
- Reference contacts: 073 135 0742

CUSTOMER CONSULTANT 01/2015 to 01/2018
Bradian logistics

- Resolved customer complaints via email and telephone
- Process orders
- Validate orders for outbound to pick and pack.
- Follow up with the courier on outstanding deliveries.
- Loading customer quotation on the system.
- Send deliveries report for activation purposes.
- Creating and updating daily spreadsheets
- Duration: 3 years served
- Reference name: Paulina Lesejane
- Reference contacts: 073 022 4203/ 011 928 8370

SKILLS

- Effective decision making
- Problem solving ability.
- Excellent communication
- Customer service
- Microsoft excel
- Microsoft word
- Strong analytical skill
- Time management skill
- KPI adherence
- Returns processing
- Multitasking

EDUCATION

Regent Business School, Durban
Higher Certificate NQF level 5, Supply Chain Management, 2025

Jiyana secondary school
Grade 12, English, Mathematics literacy, Accounting, Business study, Economics, 01/2011

PERSONAL INFORMATION

- Name: Lindiwe
- Surname: Tshabalala
- Date of birth: 1993/10/29
- ID No: 9310290781081
- Gender: Female
- Nationality: South African
- Criminal status: None
- License: Code 10
- Residential address: 38 Seretse str Umfuyaneng sec Tembisa, 1632
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