

STEVEN RAPHALALANI

CUTOMER CARE MANAGER

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0765399035

RELEVANT SKILLS

- Empathy
- Adaptability
- Clear Communication
- Self Control
- Taking Responsibility
- Patience
- Effective Listening

WORK EXPERIENCE

Customer Care Manager
EKS Vehicle Tracking
Feb 2025 to Current

- *Managing fleet clients*
- *Log Maintenance,Breakdowns and new unit Installations*
- *Create Accidents Reports*
- *Training Fleet Personnel to use systems.*
- *Handling Monthly Meetings*
- *Attending Hearings, Investigation and CCMA Cases as witness*
- *Travelling and servicing customers across the country*

Customer Care Administrator
EKS Vehicle Tracking
Dec 2023 to Jan 2025

- *Handle managing fleet clients*
- *Log Maintenance,Breakdowns and new unit Installations*
- *Create Accidents Reports*
- *Training Fleet Personnel to use systems.*

Service Consultant
Smollan
August 2021 to Nov 2023

- *Customer handling*
- Classify all calls into the correct category on CRM
- *Capture all the data on relevant systems*
- *Effective teamwork and self-management*

Service Consultant
Discovery Insure
May 2017 to July 2020

- *Emergency and Servicing Calls*
- Registering Claims
- *Tracking Vehicles*
- *Roadside Assistance*
- Car Hire Booking
- QA Calls

SUMMARY

I have a hard working attitude. Integrity plays an integral and profound role in my daily dealings with others and it is the bedrock of my value system. I have a pleasant personality and I treat others with dignity and respect. I am very friendly and helpful. When I can give advice I do so. An extremely fast adapter to any situation and I can work well under pressure. When I face challenge in any facet of live I will always assess the situation carefully and meticulously work on finding a way to overcome the challenge. Overall I easily get along with others and I seek to find ways to promote a collective strive towards a common goal in any environment.

EDUCATION HISTORY

High School
Institution: Edison Nesengani Secondary
Year of Graduation: 2004

CERTIFICATIONS

Supply Chain Management
Institution: Coursera & Rutgers Business School–Newark and New Brunswick
2023

Google IT Support
Institution: Coursera & Google
2023

Business Etiquette: Phone, Email, and Text
Institution: Linkedin
2020

Customer Service Leadership
Institution: Linkedin
2019

Call Centre Certificate
Institution: Mightyone Call Centre Training
2010

AWARDS

Employee of The Month
Capital Air Reaction Services

Going Beyond
Discovery Insure

Top Perfomer
Smollan

REFERENCES



Dinah Barney-Manager of EKS
Cell.0764573345



Mkhaliphi Mnguni – Manager Smollan
Cell.0837870338



Dhilup Ajhooda – Team leader Discovery Insure
Cell.0724022189