Cover Letter

Kelebogile Maphanga
067 789 2681
maphangahun23@gmail.com
Tembisa, Gauteng

Dear Hiring Manager,

I am applying for customer service, call centre, administration or sales opportunities within your organisation. I have experience assisting customers, generating leads, setting appointments and working in a target-driven environment through my previous role at Channel Dynamix on the GoSolr campaign. I am a fast learner with strong communication skills and a positive attitude. I would welcome the opportunity to contribute to your team. Thank you for your time and consideration.

Yours sincerely,
Kelebogile Maphanga

Curriculum Vitae

KELEBOGILE MAPHANGA
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Professional Summary

Dedicated and customer-focused professional with experience in call centre sales, customer service, lead generation, appointment setting and administration. Excellent communication and interpersonal skills with the ability to work in fast-paced, target-driven environments.

Work Experience

Call Centre Sales Agent – Channel Dynamix (GoSolr Campaign)

Generated qualified leads, booked appointments, handled objections professionally, maintained customer records and delivered excellent customer service.

Customer Service Assistant – Lethiwe's Kitchen

Assisted customers, processed orders and payments, and ensured excellent service.

Sales Assistant – Tshego's Kitchen

Promoted products, assisted customers and managed stock.

Volunteer – Tembisa Hospital

Supported administrative duties and assisted patients.

Education

National Senior Certificate – Bokomoso Secondary School (2024)
NCV Level 2: Generic Management – Ekurhuleni West TVET College (2025)

Skills

Customer Service • Call Centre Operations • Lead Generation • Appointment Setting • Administration • Microsoft Word • Basic Excel • Communication • Teamwork • Time Management

Languages

English, Sepedi, Sesotho, isiZulu

References

Available upon request.