



Babalwa Mabona

CUSTOMER SERVICE AGENT

- babalwamabona@gmail.com**
- Kempton Park, Gauteng**
- +27727722053**
- South African**

SKILLS

- Staff supervision
- Planning
- Problem Solving
- Leadership
- Excellent communication

LANGUAGES

- English | Advanced
- Xhosa | Native
- Zulu | Advanced

A dedicated Customer Service Specialist with an impressive tenure of over 14 years in the customer service industry, eager to bring my refined skills to your team. My expertise include active listening, multi-tasking, problem solving, excellent communication which are also grounded in a solid educational background. My professional path has been marked by an excellent display and comprehension of customer dynamics, allowing me to address and resolve diverse customer issues, guaranteeing their satisfaction and cultivating lasting loyalty. With a consistent record of outstanding performance, I will undoubtedly enhance your company's success by providing great service experiences..

EXPERIENCE

CUSTOMER SERVICE AGENT **2011 - 2022**
Comair Limited | Kempton Park, Gauteng

- Managed incoming calls, emails regarding lost/damaged luggage with excellent customer service skills.
- Strong communication abilities, both in-person and over the phone.
- Provided exceptional customer service by resolving inquiries and issues promptly and effectively.
- Demonstrated strong communication skills in handling a high volume of customer interactions.
- Utilized problem-solving abilities to address customer concerns and ensure satisfaction.

CUSTOMER SERVICE **2016 - 2018**
SUPERVISOR (ACTING)
Comair Limited | Kempton Park, Gauteng

- Resolved escalated customer inquiries and complaints, ensuring customer satisfaction and retention.
- Managed team of 10+ customer service representatives, providing coaching and support.
- Planned daily duties and strategic staff allocation to optimize workflow.
- Guaranteed on time departures through planning and coordinating daily operations.
- Ensured efficient customer processing to maintain strict adherence to travel schedule and regulations.

CUSTOMER ASSISTANT **2008 - 2011**
Woolworths | Kempton Park, Gauteng

- Assisted customers with product inquiries, concerns, and purchases.
- Handled sale transactions and balanced cash registers accurately and efficiently.
- Facilitated refunds and product exchanges efficiently and professionally.
- Opening store credit accounts.

EDUCATION

BACHELOR'S DEGREE - **2017 - 2022**
GOVERNMENT,
ADMINISTRATION &
DEVELOPMENT
University of South Africa

DIPLOMA - TRAVEL & **2004 - 2006**
TOURISM
Boston City Campus & Business College

SENIOR CERTIFICATE **2000 - 2002**
Spartan High School