



# Masungulo Sibiya

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

Results-driven Customer Service Representative with experience in providing exceptional customer service and resolving customer issues. Skilled in building rapport with customers, handling inquiries, and ensuring customer satisfaction. Strong communication and problem-solving abilities. Computer literate with Microsoft Office skills and advanced Microsoft Excel skills. Committed to delivering high quality service and contributing to the success of the company.

### Preferred occupation

Data capturers

Administrative jobs

Call Centre agent

Administrative jobs

Sales consultant

Sales jobs

Customer care agent

Administrative jobs

Administrators

Administrative jobs

### Preferred work location

Johannesburg

Gauteng

## Contacts and general information about me

Day of birth

1999-12-31 (25 years old)

Gender

Male

Residential location

Johannesburg

Gauteng

Telephone number

*Information is available only for registered users.*

[Sign in](#)

Email address

*Information is available only for registered users.*

[Sign in](#)

## Work experience

Working period	<b>nuo 2020.02 iki dabar</b>
Company name	Brightsparks Tutors
You were working at:	Customer care agent
Occupation	Customer Service Representative
What you did at this job position?	Received calls from new customers, listening with understanding to their specific needs and advising them on an appropriate learning solution. • Communicated with tutors regarding tutoring positions and made effective tutor match. • Assisted existing clients with renewals of tutoring packages, queries and feedback, building relationships to ensure client retention. • Assisted tutors with queries regarding their packages, clients, and learners.

Working period	<b>nuo 2022.02 iki 2025</b>
Company name	Brightsparks
You were working at:	Teachers
Occupation	Private Tutor
What you did at this job position?	Provided clear and effective explanations to grade 10 to 12 Mathematics and Physics students of varying abilities, ensuring complex concepts were understood. Improved their overall marks by more than 30%. • Provided Excellent customer service to my clients by collaborating with their parents to track their progress which resulted customer satisfaction and more than 90% tutoring packages renewal rates.

### Education

Educational period	<b>nuo 2013.01 iki 2017.12</b>
Degree	Grade 12 / Matric
Educational institution	MAVALANI HIGH
Educational qualification	Matric Certificate

### Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent

### Computer knowledge

- Microsoft Office Suit (Excel, Word, PowerPoint, Outlook)
- Advanced Microsoft Excel (Formulas, PivotTables, Data Analysis)
- Data Entry & Management
- Basic programming skills ( Python, HTML, CSS)

### Additional information

Driver licenses	None
Salary you wish	6000 R per month