

# DELISILE PORTIA TWALA

Johannesburg, Gauteng  
Phone: 068 034 3062 | Email: delisiletwala62@gmail.com

## PROFESSIONAL SUMMARY

Customer-focused and reliable professional with experience in general assistance, basic administration, and direct client support. Strong communication skills, patient under pressure, and comfortable working with phones, emails, and digital systems. Available immediately and eager to contribute in a fast-paced call center or office environment.

## KEY SKILLS

Customer Service & Call Handling  
Inbound & Outbound Communication  
Data Capturing & Record Keeping  
Email & WhatsApp Communication  
Basic Computer & IT Skills  
Administrative Support  
Time Management & Reliability  
Following Procedures & Scripts

## WORK EXPERIENCE

### **General Assistant – Unregistered Indian Company, Lenasia**

- Assisted clients and team members with daily requests in a professional manner
- Communicated clearly with individuals in person and via phone/email
- Captured and updated customer or operational information accurately
- Supported scheduling, filing, and basic administrative tasks
- Maintained an organised and safe work environment
- Followed workplace procedures and instructions consistently

## EDUCATION

Diploma in Information Technology Support – Completed (Certificate pending settlement)

## CERTIFICATIONS

IT Customer Support Basics  
ICDL  
Python Essentials 1  
IT Essentials 7  
Introduction to Cybersecurity  
Virtual Assistant  
Introduction to Project Management  
AI Starter Kit  
Skills for Creating Websites

## AVAILABILITY

Available immediately | Open to full-time, contract, temporary, or shift-based work