

About Me

Gender: Female

Email: bkgantsi@gmail.com

Phone: (+27) 73 703 6919

Address: Dawn Park
Banteng Street
1632

Nationality: South African

Languages: English, Sesotho & IsiZulu

Driver's Licence: Code 8

Availability: 1 Month Calendar

Core Competencies & Skills

- **Customer Service Excellence:** Handled diverse customer requests, complaints, returns, warranties, repairs, and query resolution with professionalism and empathy.
- **Communication:** Strong verbal and written communication, including customer calls, emails, and reports.
- **Problem Solving:** Identifying issues, escalating when required, and delivering effective solutions.
- **CRM & Documentation:** Maintaining accurate customer records, documentation, and reporting.
- **Administrative Support:** Diary management, scheduling, travel coordination, minutes/notes taking, and office organization.
- **Computer Literacy:** Microsoft Office (Word, Excel, Outlook), basic systems navigation, adaptable to CRM platforms.
- **Team Collaboration:** Supporting colleagues, internal communication, assisting operational tasks.
- **Work Ethic:** Reliable, detail-oriented, fast learner, customer-first mindset.

MOSIDI LYDIA BOITUMELO KGANTSI

Customer Support Agent | Client Service | Administration

Summary

Customer-focused Support Professional with over 7 years' experience in service delivery, customer interaction, administrative support, and problem-solving across retail, corporate, and utility environments. Strong verbal and written communication skills, calm under pressure, and proficient in managing high-volume inquiries with empathy and professionalism. Proven ability to learn systems quickly, maintain accurate records, and support team objectives. Seeking to leverage customer service experience in a Customer Support Agent role.

Tertiary Education

Institution	Rosebank College
Course	Diploma in Media Studies & Journalism
Year Obtained	2008

Secondary Education

Institution	Tulip Hight School
Grade Passed	Grade 12 (Matric)
Year Obtained	2002

Training & Certificates

Certificate in Television Presenting- Media Concepts at SABC (2006)

Professional Experience

Company Name: MTN Branded Retail Channel

Position : Customer service representative

Duties and Responsibilities:

- Delivered excellent customer support during high-volume interactions, including calls, in-store enquiries, email, and documentation.
- Managed customer device repairs, warranties, returns, and promotional stock.
- Communicated internally and externally to resolve issues and deliver timely responses.
- Maintained accurate records and paperwork for customer interactions.
- Accounted for cash handling, operational compliance, and policy adherence.

Duration: 2015-Present

Company Name: Personal Assistant to Project Manager

Position : Eskom Soc Holdings

Duties and Responsibilities:

- Provided administrative and operational support to Project Manager: scheduling, diary management, meetings, travel arrangements, and office coordination.
- Prepared accurate spreadsheets, communication materials, and tracked project documentation.
- Answered and managed calls, welcomed visitors, and maintained office efficiency.
- **Duration:** February 2013- July 2024

Company Name: Cost Controller

Position : Eskom Soc Holdings

Duties and Responsibilities:

- Liaised with teams to validate work completion, confirm task orders, and maintain invoice/payment documentation.
- Allocated correct accounts and created detailed financial spreadsheets
- **Duration:** August 2011- July 2012

Company Name: City of Johannesburg- Migrant Help Desk

Position : Frontline & Regions Officer (Intern)

Duties and Responsibilities:

- Liaised with teams to validate work completion, confirm task orders, and maintain invoice/payment documentation.
- Allocated correct accounts and created detailed financial spreadsheets
- **Duration:** January 2010- June 2010

Company Name: Gold Reef City Casino

Position : Marketing Intern

Duties and Responsibilities:

- Liaised with teams to validate work completion, confirm task orders, and maintain invoice/payment documentation.
- Allocated correct accounts and created detailed financial spreadsheets
- **Duration:** June 2008- January 2009

References

AVAILABLE UPON REQUEST