

Thokozile Gladnes Malapane

Live Chat Support at Nutun

CONTACTS

Germiston

Gauteng

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Cell No. **081 393 6881**

Gender: **Female**

Availability: **Can be negotiated.**
Willing to relocate.

PROFILE SUMMARY

Customer-focused and tech-savvy Live Chat Support and Customer Service Consultant with experience delivering exceptional real-time support through digital channels. Skilled at handling high volumes of customer queries efficiently while maintaining a positive and empathetic tone. Proven ability to troubleshoot issues, provide accurate product/service information, and resolve complaints swiftly to enhance customer satisfaction and loyalty. Adept at using CRM and live chat platforms, multitasking across chats, and working in fast-paced environments. Committed to delivering seamless customer experiences and contributing to overall service excellence.

EDUCATION BACKGROUND

Diploma in Systems Development

– Boston City Campus

Year Obtained: **2023**

Business Management – Boston City

Campus

Year Obtained: **2023**

WORK EXPERIENCE

Live Chat Support – Nutun

April 2024 - Present

- ❖ Customer Queries: Responding to customer inquiries about products or services, troubleshooting issues they encounter, and providing solutions in real-time.
- ❖ Technical Support: Assisting customers with technical problems, guiding them through software installations, updates, or troubleshooting hardware issues.
- ❖ Order Support: Helping customers with order placement, tracking shipments, and resolving any issues related to billing or payments.
- ❖ Product Information: Providing detailed information about products, features, specifications, and comparisons to help customers make informed decisions.
- ❖ Problem Resolution: Resolving customer complaints efficiently and professionally, ensuring a positive customer experience.
- ❖ Sales Assistance: Offering product recommendations, upselling or cross-selling products based on customer needs, and potentially processing sales transactions.
- ❖ Documentation and Feedback: Documenting interactions, maintaining records of customer issues and resolutions, and providing feedback to improve products or services.
- ❖ Multitasking and Prioritization: Managing multiple customer conversations simultaneously while prioritizing urgent issues.
- ❖ Compliance and Policies: Ensuring compliance with company policies, privacy regulations, and data protection laws during customer interactions.

System used:

- ❖ CommSee
- ❖ Daisy
- ❖ LivePerson
- ❖ Telnet24
- ❖ Bureau
- ❖ Osca
- ❖ Experian

Customer Services Representative – ISON Experiences

October 2022 - February 2024

- ❖ Respond to customer inquiries via phone, email, or chat.
- ❖ Provide accurate information about products, services, and policies.
- ❖ Maintain a positive, empathetic, and professional attitude.
- ❖ Resolve product or service issues efficiently.
- ❖ Escalate complex problems to team leads or supervisors.
- ❖ Follow up to ensure resolution and customer satisfaction.
- ❖ Explain features, benefits, and usage of products or services.
- ❖ Assist with troubleshooting and guiding users through solutions.
- ❖ Stay updated with the latest product changes or updates.
- ❖ Assist customers with order placements, modifications, tracking, and cancellations.

National Senior Certificate – St

Franscian Matric Project

Year Obtained: **2012**

PROFESSIONAL SKILLS

- **Communication Skills:** Verbal & Non-Verbal
- **Strong Problem-Solving Abilities**
- **Real-Time Problem Solving**
- **Complaint Handling**
- **Product and Service Support**
- **Order Processing and Tracking**
- **First-Contact Resolution**
- **Live Chat Platforms**
- **CRM Systems**
- **Ticketing Systems and Helpdesk Software**
- **Typing Speed and Accuracy**
- **Quick Learner of new tools and Products**
- **Calm Under Pressure**
- **Flexible With Shifts and Workload**
- **Collaborative Team Player**
- **Active Listening and Empathy**
- **Conflict Resolution and De-Escalation**
- **Customer Needs Analysis**
- **Continuous Learning**

- ❖ Help customers update or manage their account information securely.
- ❖ Log all customer interactions accurately into CRM or support systems.
- ❖ Maintain records of conversations and resolutions.
- ❖ Report recurring issues or trends to team leaders or quality control

Debt Collector – Sustainable Collection Services

July 2020 - August 2022

- ❖ Contact debtors via phone, email, or SMS to recover outstanding debts.
- ❖ Negotiate payment plans that are affordable and compliant with company policy and legal regulations.
- ❖ Follow up regularly to ensure payment commitments are met.
- ❖ Communicate professionally and respectfully with debtors to maintain goodwill while resolving debts.
- ❖ Educate debtors on their account status, repayment options, and potential consequences of non-payment.
- ❖ Review and update debtor accounts and payment histories in the system.
- ❖ Maintain accurate and up-to-date records of all communications and actions taken.
- ❖ Legal and Compliance:
- ❖ Adhere to all relevant debt collection laws and regulations (e.g., National Credit Act, POPIA in South Africa).
- ❖ Ensure ethical, fair, and non-aggressive collection practices.
- ❖ Handle sensitive personal and financial data securely.
- ❖ Prepare reports on collection activities and results.
- ❖ Flag problematic accounts for escalation, legal action, or write-off when necessary.
- ❖ Meet daily, weekly, and monthly collection targets.
- ❖ Work under pressure to manage high call volumes and deadlines.
- ❖ Coordinate with team leads, legal departments, or clients (if third-party collections) to resolve complex cases.
- ❖ Share insights on recurring issues or debtor feedback.

COMPUTER LITERACY

- ❖ MS Word
- ❖ MS Outlook
- ❖ MS PowerPoint
- ❖ MS Excel

REFERENCE

Available upon request.