

THANDO MOKOENA

Administrative & Customer Support Professional

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EXAMPLE TEMPLATE All names, companies, results and contact details are dummy South African examples. Replace every example with your own information before submitting.

PROFESSIONAL SUMMARY

Administrative and customer support professional with 6+ years of experience across branch operations, client service and remote coordination. Experienced in CRM administration, scheduling, document control, customer communication and reporting. Comfortable supporting distributed teams and working across changing priorities.

TIP Keep this to 3-4 lines. State who you are, the type of experience you have, your strongest job-relevant skills and the kind of work you are prepared to do.

CORE SKILLS

Customer Support • Calendar Management • CRM Administration • Microsoft Excel • Google Workspace • Sage • Pastel • Document Control • Data Capturing • Supplier Coordination • Remote Collaboration • Basic Reporting

PROFESSIONAL EXPERIENCE

Senior Administrative Assistant | Ubuntu Facilities Group

Jan 2024 - Present

Johannesburg, Gauteng

- Manage calendars, meeting logistics and follow-up for two managers supporting teams across Gauteng.
- Maintain CRM records for approximately 250 active contacts, updating notes, next actions and service-status information after client interactions.
- Prepare weekly operational reports in Excel and consolidate updates from customer service, finance and field teams.
- Coordinate document requests, supplier follow-ups and internal deadlines using Microsoft 365 and ClickUp.

Customer Service Consultant | Cape Commerce SA

Mar 2021 - Dec 2023

Remote / Johannesburg, Gauteng

- Handled 60-80 customer contacts per day by email, chat and phone relating to orders, payments, returns and delivery issues.
- Documented customer interactions in HubSpot and maintained complete case notes for escalations and follow-up.
- Resolved routine billing and delivery issues independently and routed complex cases with clear supporting information.
- Trained three new team members on ticket handling, CRM documentation and customer communication standards.

TIP Use reverse chronological order. Aim for 3-5 bullets for recent roles. Start with action verbs and show responsibility, tools, volume or outcomes when they are real. Do not invent metrics.

THANDO MOKOENA | CV Example

PROFESSIONAL EXPERIENCE - CONTINUED

Administrative Clerk | Mokoena & Dlamini Services

Feb 2019 - Feb 2021

Pretoria, Gauteng

- Maintained digital records, invoices and client files for a 20-person professional-services office using Microsoft 365 and SharePoint.
- Scheduled client meetings, prepared agendas and tracked outstanding documentation for consultants.
- Updated Excel trackers for approximately 120 recurring client accounts and flagged overdue items for follow-up.
- Supported reception, supplier coordination and day-to-day office administration during peak periods.

EDUCATION

National Diploma: Business Administration (NQF 6) | Tshwane University of Technology | 2018

Pretoria, Gauteng

National Senior Certificate | Pretoria Central High School, Gauteng | 2015

TIP Add NQF levels only when confirmed. Recent school leavers can add relevant matric subjects.

TOOLS & SYSTEMS

Microsoft 365 • Excel • Google Workspace • Sage • Pastel • HubSpot • ClickUp • Teams

LANGUAGES

English Professional working proficiency

isiZulu Native | Afrikaans - Conversational

TIP List only languages and proficiency levels you can genuinely use.

CERTIFICATIONS

Advanced Excel for Business | Example Training Provider

2025

Customer Service & CRM Foundations | Example Training Provider

2024

TIP Keep only certifications that strengthen this application.

LEARNERSHIP

Business Administration Services Learnership (NQF 4) | Services SETA Accredited Provider

2016

Johannesburg, Gauteng

- Completed a structured learnership with workplace exposure to data capturing, filing, customer support and office administration.

TIP Include learnership details only when accurate and relevant.

REFERENCES

Naledi Dube

Operations Manager, Ubuntu Facilities Group | Direct manager
+27 82 555 0112 | naledi.dube@example.com

Sipho Naidoo

Customer Service Team Lead, Cape Commerce SA | Former supervisor
+27 82 555 0174 | sipho.naidoo@example.com

FINAL CHECK BEFORE YOU SEND

- ✓ Replace every dummy detail and verify qualifications.
- ✓ Ask references first and tailor the CV to the vacancy.
- ✓ Remove ID number, full address and unnecessary personal details.
- ✓ Check spelling, dates and save as Thando-Mokoena-CV.pdf.