|  |  |
| --- | --- |
| **TADIWANASHE MASHUMBA**Contact: +971 583043804*Email:* *tadiwamashumba312@gmail.com***OBJECTIVE**Enthusiastic and dedicated customer service professional with over 3 years of experience in fast-paced environments. Passionate about providing exceptional service, ensuring customer comfort, and maintaining safety. Eager to transition further into the Customer service industry bringing strong communication, problem-solving skills, and a positive, team-oriented attitude.**KEY SKILLS*** Exceptional communication and interpersonal skills
* Strong customer service background
* Ability to work effectively in high-pressure situations
* Multitasking and time management
* Team collaboration and conflict resolution
* Adaptability and fast learner
* Proficient in English and Shona
* Positive attitude with a passion for creating memorable experiences
* Focused on safety, compliance, and attention to detail
* Proficient in MS Office Suite and CRM systems

**ADDITIONAL INFORMATION*** Willing and able to work flexible hours, including nights, weekends, and holidays
* Passion for travel and the aviation industry
* Knowledge of safety and emergency procedures
 | **PROFESSIONAL EXPERIENCE****Customer Service Representative**Bedra Enterprises, Harare | February/2024 – Present]* Delivered high-quality service to customers, answering inquiries and resolving concerns efficiently
* Ensured customer satisfaction through clear communication, problem resolution, and assistance with product or service-related issues
* Maintained professionalism and a calm demeanour when managing challenging or difficult customer situations
* Worked in a fast-paced environment, handling multiple customer requests while ensuring a high level of service
* Collaborated with team members to achieve department goals, contributing to a positive and cooperative workplace culture
* Assisted in training new staff members to ensure excellent customer service standards were maintained

**Retail Associate**Faffles Fashions, Harare | Oct/2023 – Feb/2024* Provided excellent customer service by assisting clients in selecting products and processing transactions
* Managed inventory and ensured the store environment was clean, organized, and welcoming for customers
* Demonstrated a strong work ethic and commitment to achieving daily sales targets
* Addressed customer inquiries with care and professionalism, often managing multiple tasks simultaneously
* Assisted in visual merchandising, promoting customer engagement and boosting sales
* Handled cash and card transactions accurately and followed all security procedures

**Hospitality Associate**Highlands House, Harare | July/2023 – Sep/2024* Provided high-end customer service in a fast-paced hospitality environment, ensuring guest comfort and satisfaction during their stay or dining experience.
* Managed guest check-ins and check-outs, handled reservations, and coordinated special requests, delivering personalized services to meet individual needs.
* Assisted in organizing events and activities, working closely with team members to ensure smooth operations and guest satisfaction.
* Resolved guest complaints promptly and professionally, always aiming for positive resolutions and maintaining a positive brand image.
* Managed cash registers, processed payments, and ensured adherence to safety and security procedures when handling transactions.
* Promoted hotel services and amenities, increasing guest engagement and repeat business through excellent customer interactions.

**EDUCATION****High School Diploma**Seke 1 high School, Chitungwiza | Graduation Year 2022 **Software Development Diploma**ZOMAC Digital, Harare | Graduation Year 2024***References available upon request.*** |