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| **TADIWANASHE MASHUMBA**  Contact: +971 583043804  *Email:* [*tadiwamashumba312@gmail.com*](mailto: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.*** |