



PROSPER T TAPFUMA

CUSTOMER SERVICE AGENT.

Professional Profile

Experienced Customer Service Representative with 3 years of customer service experience in high-volume environments. Excellent communication skills and problem-solving abilities, consistently delivering exceptional customer service and driving customer satisfaction. Bilingual in English and Shona. Proven track record of meeting or exceeding performance targets and resolving customer issues. Highly adaptable to changing priorities and procedures. Recognized for excellent teamwork and collaboration. Committed to providing outstanding service and promoting positive customer experiences. Adept at handling challenging situations with professionalism and empathy. Eager to bring my skills and enthusiasm to contribute to a dynamic company.

Contact Details

📍 Dubai, UAE
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Personal Details

Age : 24 Years
Sex : Male
Nationality: Zimbabwean
Marital Status: Single

🗣️ Languages

English [Fluent]
Shona [Native]

skills

- CRM.
- NPS, customer retention.
- Social media management.
- MS Office.
- Canva graphics designing.
- Excel.
- Computer proficient.
- Technical Documentation.

Professional skills

- Problem Solving.

Education

🏛️ BSc. Telecommunications Engineering [Degree Class 2.1] 2023
Midlands State University • Zimbabwe

Career Summary

👤 Customer Service Agent 12/2018 – 07/2019
National Handling Services (NHS) • Harare, Zimbabwe

RESPONSIBILITIES

- Collaborated with colleagues from over 100 nationalities while supervising 12 employees ensuring smooth operations and exceptional service.
- Communicated with an average of 43 customers daily, providing ground support services for various aircraft types.
- Oversaw the loading and unloading of cargo, maintaining accuracy and safety protocols in a demanding environment.

👤 Guest Service 02/2018 – 11/2018
Monomotapa Hotel • Harare, Zimbabwe

RESPONSIBILITIES

- Welcomed guests upon arrival at the hotel and facilitated their check-in process, ensuring a seamless and pleasant experience.
- Offered attentive assistance with guest accommodation and lodging arrangements, catering to their individual needs and preferences.
- Provided support to an average of 52 guests daily, addressing inquiries, resolving issues, and offering recommendations to enhance their stay.
- Promptly responding to phone calls, emails, and chat messages, ensuring timely and efficient guest assistance and satisfaction.

👤 Customer Service Agent. 09/2023--03/2024
DHL Supply Solutions • Harare, Zimbabwe

RESPONSIBILITIES

- Order Administration Analyst / Logistics Customer Service Agent
- Monitored parts and orders for one of DHL's top multi-national clients
- Supported all APAC, EMEA, US/Canada transactions for the client
- Created initial purchase orders in an oracle-based order management system
- Monitored parts under a planner's name and provided feedback for any possible shortage

- Customer service.
- Teamwork.
- Effective Communication.
- Client Service.
- Multitasking.
- Time Management.
- Organisational Skills.
- Attention to detail.
- Empathy.
- Conflict management.

- Reviewed purchase orders created by planners to make sure everything was in place before the order was sent.
- Monitored incoming parts needing repair.
- Created weekly report for 3 time zones on part shortage, repairs, purchase orders, issues on parts.
- Directly liaised with clients through reports to help resolve customer issues
- Implemented changes to standardize processes followed by the planners/analysts.
- Assisted in providing training for new hires in the dedicated account assigned
- Executed additional projects required by the client.