



THAPELO AUGOSTINE NAMATA

CUSTOMER SERVICE REPRESENTATIVE

OBJECTIVE

A highly motivated and hardworking looking for a responsible role in a reputable organization, create value for my prospective employer through my dedicated and diligent efforts. I am seeking a role in a company where I can contribute my ideas and be mentioned towards a successful career.

CONTACTS

+971-508-477-996

+971-521-159-705

EMAIL:

namatathapele@gmail.com

HOBBIES

- Reading
- Music
- Traveling
- News

EDUCATION

LILONGWE TECHNICAL COLLEGE
2010

Certificate in Information Technology (CISCO)

SIMAD UNIVERSITY
2011

Incomplete Diploma in Information Technology (ABMA)

WORK EXPERIENCE

ESS (COMPASS CATERING SERVICES, QATAR) UNDER H.I.A (HAMMAD INTERNATIONAL AIRPORT)

CLEANER (TEAM LEADER)
June 2013 - June 2018

- Check all facilities daily, ensuring all floors are wiped down and rubbish is collected
- Actively monitoring the delivery of shipment to spot faulty items
- Developing strong working relationships with guest, managers, and visitors and ensure all day to day operational activities follow the established cleaning standards
- Lead a team of cleaners in providing deep cleaning services to all premises according to client requirements, size of premises, and any additional sanitation request

DULSC UNDER DNATA (DXB) BAGGAGE HANDLER
July 2020 - March 2023

- Loading and Unloading Baggage
- Scanning and Segregating Baggage
- Relocating Baggage

TRANSGUARD UNDER ETIHAD (AUH) CUSTOMER SERVICE/SPECIAL HANDLING
May 2023 to date

- Assisting People with less ability
- Assisting in checking counters hand in hand with the ground crew
- Assisting disembarking and boarding hand in hand with the dispatcher.

SKILLS

- Customer service
- Safety and precautions
- Maintenance and repair
- Excellent time management skill
- Ability to handle heavy equipment
- Sanitation practices
- Attention to detail