

CURRICULUM VITAE FOR KEVIN T CHISHAKA



Professional summary

A highly motivated, passionate and hardworking individual who is seeking a position within a corporation that will utilize my experience, organizational skills and problem-solving capabilities for continued firm growth as well as professional growth. I enjoy working in a team and helping others to progress. At the same time I can work well independently with minimal or no supervision

Contacts

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Visa status: Visit Visa

Work Experience

CUSTOMER SERVICE EXECUTIVE • FIRST NATIONAL BANK (FNB)

Johannesburg, South Africa November 2020-November 2021

- ▶ *Handles all customer inquiries received by telephone, fax, or email regarding reporting account issues, concerns of service failures and other duties*
- ▶ *Document reporting or call history in required format and maintain complete and accurate records*
- ▶ *Contact the client to resolve routine matters related to all banking services*
- ▶ *Report client concerns using established protocols*
- ▶ *Understands the importance of Quality Service in the banking sector and how it is measured*
- ▶ *Escalates issues as appropriate using established protocols*

CUSTOMER SERVICE AGENT • DHL EXPRESS LOGISTICS

Harare, Zimbabwe November 2019-November 2020

- ▶ *Ensure excellent customer service, quality products, and efficient operations*
- ▶ *Coordinate with transport vendors whenever required*
- ▶ *Receiving payments for shipments that are cleared from customers with given field assignments*
- ▶ *Attending to customer queries and explaining to them full detail required*
- ▶ *Tracking shipments and making sure no shipment stays pending to clearance hence satisfying clients*
- ▶ *Ensuring high scores of Key Performance Indicators (KPI) levels at high levels according to the company's set goals*
- ▶ *Assuring proper clearance and proper screening of shipments that are barred and assuring proper use of HS Codes for items declared*

SWITCHBOARD OPERATOR • ZIMBABWE BROADCASTING CORPORATION (ZBC)

Harare, Zimbabwe

August 2018-July 2019

- ▶ *Handled above average contacts per hour seeing in the increase of productivity*
- ▶ *Contributed and came up with ideas to enhance how policies and procedures aide better Customer satisfaction (CSAT) statistics*
- ▶ *Smoothly escalate sensitive complaints, feedback and reviews which could see in customer dissatisfaction (DSAT) in customer experience and negatively affect the brand of the company*
- ▶ *Assisted in resolving queuing email contacts to ensure we work within the standard Service-level Agreement (SLA).*
- ▶ *Occasionally handle difficult customers as per request and assignment by manager/supervisor thus equipping and enhancing my customer skills*
- ▶ *Carry out any other tasks and responsibilities assigned by team leads to ensure we achieve as a team our ultimate goal to be the leading, customer-driven and competitive broadcaster*

REFERENCE

To be provided on request

EDUCATION

- 1. Bachelor of Science Telecommunications Honors Degree**

Midlands State University, Zimbabwe

Skills

Microsoft office

Business and interpersonal communication

Strong organizational and analytical skills