

Ntokozo Khumalo

Missntokozo17@gmail.com | +27628285055

<https://www.linkedin.com/in/ntokozo-khumalo-572567338?trk=contact-info>

<http://missntokozo.my.canva.site/portfolio>

## PROFESSIONAL SUMMARY

Organized and self-motivated **Virtual Assistant** with over 3 years of experience providing remote administrative, customer service, and operations support. Skilled in email and calendar management, CRM data entry, live chat handling, and process documentation. Proven ability to work independently in fast-paced environments while maintaining high attention to detail and excellent communication. Passionate about supporting teams that make education and technology more accessible.

## CORE SKILLS

- Inbox & Calendar Management
- Customer Support (Email, Chat, Phone)
- CRM & Lead Management (HubSpot, etc.)
- Data Entry & Reporting (Excel, Docs)
- Workflow Optimization & SOP Documentation
- Research & Information Gathering
- Strong Written & Verbal Communication
- Remote Team Collaboration
- Tech Tools: Google Workspace, Zoom, Slack, ChatGPT

## PROFESSIONAL EXPERIENCE

### Executive Virtual Assistant & Appointment Coordinator

**Epic Range – Wi-Fi Tech** | *Remote (South Africa)* | 2024 – 2025

- Managed inboxes, scheduled meetings, and maintained calendars for co-founders.
- Handled follow-ups with leads, resolved support tickets, and updated knowledge base articles.
- Used ChatGPT for drafting emails, summarizing reports, and streamlining documentation.

### Customer Operations & Admin Support

**Student Heights** | *Hybrid (South Africa)* | 2023 – 2025

- Provided real-time chat and email support for students and clients.
- Handled payment queries, account updates, and post-service satisfaction follow-ups.
- Authored internal FAQs and process docs to reduce response times and improve consistency.

## Customer Care Agent

### UniNest Accommodation Recruitment | Remote | 2024 – 2025

- Delivered multichannel customer support (phone, email, live chat).
- Guided users through digital platforms and escalated feedback to dev teams.

## Operations Coordinator

### WetShore Maids | Remote (USA) | 2021 – 2023

- Scheduled 100+ cleaning services per week, managing inbound and outbound client calls.
- Created Excel-based reports and maintained service records for performance tracking.
- Facilitated communication between clients and vendors to ensure smooth operations.

## Sales Consultant




### Okeef & Swart | Onsite (South Africa) | 2021 – 2023

- Sold training packages and maintained long-term client relationships.
- Gained early exposure to CRM tools and consultative selling techniques.

## EDUCATION & TRAINING

-  **CompTIA Bootcamp (In Progress)** – MegaTech Logistics
-  **TEFL Certificate** – Teachers Record
-  **CRM 101 & Digital Marketing** – EduCourse
-  **Call Center, Virtual Assistant & Admin Training** – EduCourse
-  **National Senior Certificate (Matric)** – South Africa
-  **FNB Full Stack Development Program** (certificate)

## ADDITIONAL INFORMATION

-  Fully Remote Setup: Quiet workspace, reliable laptop, high-speed internet
-  Availability: Full-time or part-time with 5+ hours overlap in EST
-  Work Eligibility: Available for international remote roles

