Nicole Kim Rabeling

The Following South Africa West South Africa

Professional Summary

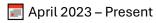
Customer service and administration professional with 13+ years of experience in both remote and in office environments. Proven track record in customer relationship management, team leadership, and executive assistance. I am good at streamlining operations, improving client satisfaction, and managing support functions. I am highly proficient in Microsoft Office 365 and CRM platforms, with strong communication and organizational skills suited for remote and in office collaboration.

Core Skills & Tools

- Leadership & Team Management
- Executive & Administrative Support
- Microsoft Office 365 & CRM Tools (Zoom, Canva, Trello, Zendesk, C03 Nucleus, Cash 2 Cache, CMS, Google Calendar, Salesforce, HubSpot)
- Effective Multitasking & Time Management abilities
- Excellent Verbal & Written Communication
- Strong Problem-Solving skills & Attention to Detail

Professional Experience

Cash Automation - Executive Assistant to Sales Executive Manager (Hybrid/Remote)



- Calendar & Schedule Management using Google Calendar.
- Responded to 50+ client emails daily with an 8-hour turnaround.
- Prepared new contracts, monthly invoices and reports reducing admin errors by 40%.
- Created branded internal documents using Canva.
- Travel & Logistics Coordination.
- Managed multiple ongoing projects, ensuring deadlines were met.
- Handled sensitive information, including sales data, and client contracts, with utmost confidentiality and professionalism.
- Successfully drove sales growth by building strong customer relationships, identifying needs, and consistently exceeding targets.

Cash Automation - Service Desk Administrator (Hybrid/Remote)

April 2023 – Present (BPO Environment)

- Responded to user inquiries and incidents via phone, email, and ticketing system; logged, prioritized, and tracked service requests to ensure timely resolution.
- Provided general administrative support across departments such as Finance,
 Technical, and Operations.

- Coordinated office maintenance, workspace moves, supply orders, and equipment needs with vendors and suppliers.
- Handled data entry, reporting, and supported adherence to company policies and processes.
- Prepared quotations, managed invoicing, and performed account reconciliation to support financial operations.

Kyocera Document Solutions - Service Desk Manager (Hybrid/Remote)

- December 2018 March 2023 (BPO Environment)
 - Led and managed the service desk team, ensuring efficient handling of all service requests, incidents, and inquiries in line with company standards.
 - Monitored and improved service performance, using KPIs and SLA metrics to drive responsiveness, quality, and user satisfaction.
 - Developed and implemented service desk procedures, ensuring consistent, scalable, and high-quality support across all departments.
 - Acted as the main escalation point, resolving complex or high-priority issues while maintaining strong communication with stakeholders.
 - Trained, coached, and evaluated team members, fostering a customer-focused culture and continuous improvement mindset.

Kyocera Document Solutions - Service Desk Administrator (Hybrid/Remote)

- September 2014 December 2018 (BPO Environment)
 - Responded to user inquiries and incidents via phone, email, and ticketing system; logged, prioritized, and tracked service requests to ensure timely resolution.
 - Provided general administrative support across departments such as Finance,
 Technical, and Operations.
 - Coordinated office maintenance, workspace moves, supply orders, and equipment needs with vendors and suppliers.
 - Handled data entry, reporting, and supported adherence to company policies and processes.
 - Prepared quotations, managed invoicing, and performed account reconciliation to support financial operations.

Amazon - Customer Service Representative (UK Online Shopping & USA Kindle Department)

April 2011 – August 2014

- Provided timely and professional support to customers via chat, email, and phone, resolving inquiries related to online orders, Kindle devices, and digital content.
- Assisted customers with order tracking, returns, refunds, and troubleshooting Kindle device issues, ensuring a positive shopping experience.
- Handled high volumes of customer interactions while maintaining accuracy and empathy, adhering to Amazon's quality and service standards.
- Collaborated with internal teams to escalate and resolve complex issues, providing clear communication and follow-up to customers.
- Maintained detailed records of customer interactions, feedback, and issue resolutions to contribute to process improvements and enhance customer satisfaction.

ASDA UK - Customer Service Representative (Late Deliveries Department)

January 2010 - April 2011

- Responded promptly and professionally to customer inquiries regarding late or delayed deliveries via phone, email, and live chat.
- Investigated delivery issues by liaising with logistics, warehouse, and courier teams to provide accurate updates and resolutions.
- Processed refunds, replacements, or compensation offers in line with company policies to maintain customer satisfaction.
- Maintained detailed records of customer interactions, delivery issues, and resolutions to support continuous service improvement.
- Provided empathetic support, managing customer expectations and de-escalating concerns while adhering to ASDA's service standards.

Education & Certifications

Good Hope High School

Reuter Road, Kuilsriver | 2003 – 2007

End User National Qualification (NQF Level 4)

- College of Kuilsriver | January 2008 May 2010
 - Subjects: Database Management (Access, Pastel), Business Communication,
 Computer Literacy, Hardware/Software, Excel, Word, Presentation Tools, Internet & Email

Leadership and Supervisory Certificate (NQF Level 4)

Intercept Training Solutions | 2020 – 2021

Languages

- English (Fluent/Native)
- Afrikaans (Fluent)

References

Coswill Ruiters - Merchants (ASDA) | 074 504 7216

Marcelino Johnson - Kyocera Document Solutions | 9 083 649 6799

Alex Walker - Cash Automation | 067 338 6141