

**Nicole Kim Rabeling**

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## **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.


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## **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
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## **Professional Experience**

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

 April 2023 – Present

- 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.
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## **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

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## **Languages**

- English (Fluent/Native)
  - Afrikaans (Fluent)
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## **References**

**Coswill Ruiters – Merchants (ASDA)** |  074 504 7216

**Marcelino Johnson – Kyocera Document Solutions** |  083 649 6799

**Alex Walker – Cash Automation** |  067 338 6141