

FRIEDA MITCHELL

Client Service Consultant & Team Leader with extensive experience in customer relations, leadership, and operations.

9 Pebble Springs, Mirabel Street, Highveld, Centurion, 0157

Cell: 076 510 3616 | Email: friedafreedom1@hotmail.com

Date of Birth: 27 September 1988

Nationality: South African | Languages: Afrikaans (fluent), English (fluent)

EDUCATION

High School Diploma – Carpe Diem Academy

PROFILE

Dedicated and client-focused professional with extensive experience in customer service, team leadership, and administration. Known for exceptional communication skills, attention to detail, and the ability to build lasting client relationships. A proactive team leader who thrives in dynamic, people-driven environments.

KEY SKILLS

- Client Service & Relationship Management
- Team Leadership & Training
- Operations & Administration
- CRM & Database Management
- Staff Training & Mentorship
- Time & Resource Management
- Multitasking in High-Pressure Environments
- Strategic Planning & Decision-Making
- Team Motivation & Collaboration
- Reporting & Data Analysis (Excel, Google Sheets)
- Process Improvement & Workflow Optimization
- Performance Monitoring & Quality Assurance
- Administrative Coordination & Record Keeping
- Microsoft Office | Google Drive | ZOHO CRM | Atwork

PROFESSIONAL EXPERIENCE

- **Curemed Health and Wealth Consultants** – Client Service Consultant / Team Leader
 - Nov 2019 – Present
 - Manage client relationships, resolve queries, and ensure excellent service delivery.
 - Lead and motivate the client service team to achieve set goals and performance standards.
 - Oversee communication, task delegation, and performance monitoring.
 - Coach and develop staff to improve productivity and service quality.
- **OC Rental – Marketing Manager**
 - Oct 2013 – Oct 2019 (Promoted Mar 2018)
 - Managed all company marketing activities and supervised the marketing team.
 - Oversaw rental operations, advertising, and client communications.
 - Coordinated property listings on online platforms and managed social media marketing.
 - Drafted rental agreements and handled direct sales and owner updates.
- **Rust Cocktail Lounge – Food & Beverage Manager**
 - May 2010 – Jul 2013
 - Managed restaurant operations, staff, and customer experience.
 - Ensured high service standards and coordinated daily logistics.
- **Fab4 Promotions – Personal Assistant**
 - May 2009 – Apr 2010
 - Assisted in administration, client liaison, and event coordination.
- **Truworths Menlyn – Consultant (Fragrance, Jewellery & Revlon)**
 - Feb 2007 – Nov 2008
 - Provided client service, sales assistance, and product knowledge in multiple departments.

REFERENCES

Available on request

PERSONAL ATTRIBUTES

Friendly, dependable, and professional with strong integrity and empathy.

Highly motivated, adaptable, and calm under pressure.

Detail-oriented team player with excellent communication and organizational skills.

Proactive, customer-focused, and committed to continuous improvement.