

LUNGI RINTANA

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PROFESSIONAL SUMMARY

Customer Service Professional with 10+ years of experience in high-volume contact centres, including global companies such as Amazon, Teleperformance, and Tech Mahindra. Proven ability to resolve complex escalations, deliver high customer satisfaction, and support operational performance in fast-paced environments. Skilled in phone, chat and email support, CRM platforms, and troubleshooting technical and account-related issues while maintaining strong customer relationships.

KEY ACHIEVEMENTS

- 10+ years experience supporting global customers in high-volume contact centre environments
- Handled 50–60+ customer interactions per day across phone, email, and live chat
- Recognized as a Subject Matter Expert supporting complex escalations
- Consistently maintained strong KPI performance and customer satisfaction scores
- Mentored junior agents and contributed to team performance improvement

CORE SKILLS

- Customer Support & Retention
- Escalation & Complaint Resolution
- Technical Troubleshooting
- Account & Billing Support
- CRM Systems: Salesforce, Zendesk, SAP, Siebel, Amadeus
- Call Handling (Phone, Chat, Email)
- Conflict Resolution & Negotiation
- KPI Monitoring & SLA Compliance
- Process Documentation & Knowledge Base Support
- Team Mentoring & Peer Support

PROFESSIONAL EXPERIENCE

Tech Mahindra — Senior Customer Service Consultant / Escalations Specialist (Jan 2022 – Present)

- Serve as a Subject Matter Expert supporting complex customer and network-related issues
- Resolve escalated cases using advanced troubleshooting and negotiation skills
- Handle high-priority customer cases while maintaining professionalism and service ownership
- Mentor junior agents and provide guidance on resolving complex customer queries
- Monitor performance metrics and contribute to improvements in service delivery

Teleperformance SA — Customer Advisor (Jun 2020 – Dec 2021)

- Provided support for gas and electricity accounts including billing, payments, and service issues
- Resolved customer complaints while maintaining high levels of customer satisfaction
- Diagnosed service disruptions and equipment-related issues
- Processed account updates, payments, and service requests
- Educated customers on billing structures and service programs

Amazon Development Center — Customer Service Associate (Apr 2015 – Mar 2020)

- Provided technical and customer support via phone, chat, and email
- Troubleshoot account, product, and service-related issues for global customers
- Escalated technical problems when required while maintaining ownership of cases
- Maintained accurate records of customer interactions within CRM systems
- Contributed to knowledge-base improvements and process documentation

EDUCATION

Bloubergrant High School — Matric (Grade 12)

References available upon request.