

Dineo Florance sebolai

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Summary

Customer-focused professional with over two years of experience delivering efficient, friendly, and reliable service in fast-paced environments. Strong communication and problem-solving skills with the ability to handle customer inquiries, resolve concerns, and maintain a positive experience for every passenger. Known for being reliable, adaptable, and professional, with the flexibility to work varied shifts and a genuine passion for helping people and ensuring excellent customer service.

Work experience

Jan 2023 - May 2025

Customer Service Agent, SDC Consut

- Delivered professional customer support by assisting clients with inquiries, service requests, and issue resolution while maintaining a positive customer experience.
- Demonstrated strong communication and interpersonal skills when interacting with diverse customers, ensuring clear information and effective assistance.
- Managed customer complaints and service challenges with a calm, solution-focused approach to ensure quick and satisfactory resolutions.
- Maintained accurate documentation and records of customer interactions to support efficient service delivery and follow-ups.
- Worked effectively in a fast-paced environment, prioritizing tasks while maintaining high levels of professionalism and service quality.
- Collaborated with team members to ensure efficient service operations and consistent customer satisfaction.
- Showed reliability, adaptability, and flexibility with working schedules, contributing to smooth daily operations and improved customer experiences.

Personal Assistant & Admin Assistant

Aug 2021 - Aug 2022

Keller Williams Clockwork

- Provided reliable administrative and personal support to ensure daily operations run smoothly and efficiently.
- Managed schedules, meetings, and correspondence while maintaining clear and professional communication.
- Organized documents, records, and reports with strong attention to detail and confidentiality.
- Coordinated tasks, travel arrangements, and office activities to keep priorities on track.
- Handled problem-solving and follow-ups proactively to support leadership and team productivity.
- Maintained a professional, approachable manner while building positive working relationships.
- Adapted quickly to changing priorities while staying organized and focused on results.
- Used technology and administrative systems effectively to improve efficiency and workflow.

Mpact Polymers

- Served as the first point of contact, professionally welcoming visitors, answering and directing phone calls, and responding to general inquiries.
- Managed front desk operations, including greeting guests, handling incoming and outgoing correspondence, and maintaining a professional office environment.
- Scheduled and coordinated appointments, meetings, and calendars to ensure smooth daily operations.
- Performed administrative duties such as filing, data entry, document preparation, and maintaining accurate office records.
- Assisted with email management, office communication, and client follow-ups to ensure efficient service delivery.
- Handled customer queries and concerns professionally, providing helpful information and directing matters to the appropriate departments.
- Maintained office organization and supplies, ensuring the reception and administrative areas remained efficient and well-coordinated.

Skills

- Skilled at delivering friendly and professional customer support, ensuring every client feels valued and heard.
- Strong verbal and written communication skills, able to interact clearly and professionally with clients, colleagues, and stakeholders.
- Experienced in managing schedules, documents, and office tasks, keeping operations organized and efficient.
- Confident in welcoming visitors and handling front desk duties with a warm, professional approach.
- Able to solve problems calmly and efficiently, turning challenges into positive experiences for clients.
- Highly organized and able to prioritize tasks, even in fast-paced or high-pressure environments.
- Maintains professionalism, reliability, and discretion in every interaction and task.
- Flexible and adaptable, able to handle multiple responsibilities and changing priorities smoothly.
- Works well in team environments, supporting colleagues and ensuring smooth daily operations.

EDUCATION

- Matric (Grade 12) – Batloug Secondary School, 2008
- Short Course: Cyber Security – Netcampus, 2025
- Short Course: Artificial Intelligence – Netcampus, 2025

REFERENCES

- Ernest Shemica – Team Manager
- SDC Consult
- +27 60 914 2563

- Patricia Mzamo – Real Estate Practitioner
- Keller Williams Clockwork
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- Nerissa Ganesh – Mpact Shared Services
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