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# Smangele Mthembu

Customer care specialist with 11+ years of call centre experience in sales, support, and quality assurance, delivering exceptional service to both local and international clients. Skilled in live chat, phone, and email support, with expertise in conflict resolution, technical troubleshooting, and accurate documentation. Recognized for professionalism, adaptability in diverse environments, and a commitment to exceeding customer satisfaction targets.

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**Focus:** financial accounting, auditing, taxation, compliance

## EDUCATION

**University of South Africa**

*2023 – current*

Diploma in Accounting Science

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## Skills

- **Live Chat Customer Support** – delivering real-time assistance to international clients.
- **Multitasking & Chat Management** – handling multiple conversations simultaneously while maintaining service quality.
- **Problem-Solving & Troubleshooting** – resolving customer inquiries and technical issues efficiently.
- **CRM Documentation** – recording customer interactions with precision and attention to detail.

## WORK EXPERIENCE

### **Debt Collections Agent - MBD Credit Solutions (2014-2017)**

- Setting up repayment arrangements and contacting overdue accounts.
- Assessing customer circumstances for structured payment plans.

### **Customer Support Agent - Rewardsco (2017-2023)**

- Resolving queries via phone, email, and web chat.
- Managing dispute investigations and processing validated credits.
- Customer retention, training new members, issuing invoices, and performing QA checks.

### **Specialist Care Agent - Concentrix SA (Vodafone UK) (2023-Current)**

- Billing and service support, technical troubleshooting.
- Setting up payment plans and reopening services after payment.

