

THANDEKA BUTHELEZI - E-COMMERCE CUSTOMER SUPPORT

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Working Remotely

SUMMARY

Organized and detail-oriented Virtual Assistant with 8+ years of experience in executive support and e-commerce customer service. Skilled in inbox and calendar management, customer support, and CRM tools, with a proven ability to improve efficiency and deliver professional, empathetic service in remote environments

WORK EXPERIENCE

General Virtual Assistance

Jan 2022-Aug 2025

Aericon

Remote

- Provided high level executive virtual support , Including Email management, Calendar planning and management.
- Enhanced VA productivity by improving inbox management processes, reducing inbox clutter by 30%
- Travel research and booking.
- Google research.
- Scheduling appointments
- Handling customer support with dignity
- Social media Management(Facebook messenger and instagram)

E-Commerce Customer Support

Feb 2016 - May2021

TMOF

Remote

- I assisted customers with inquiries, complaints, and issues related to online purchases, ensuring a positive shopping experience , by managing Emails, WhatsApp, online store Live chats, and Social media(instagram and Facebook messenger) .
- I handled inbound calls with dignity and empathy.
- Order Management.
- I processed returns, refunds, and exchanges; providing product and order information; and troubleshooting problems on platform Shopify.

TECH SKILLS

Zoho CRM Gorgias Zoom Slack Zendesk Canva Google

BASIC TECHNICAL SKILLS

Internet Research Managing inbox Data entry Scheduling Calendar Data entry

SOFT SKILLS

Communication Problem-solving Adaptability Emotional intelligent

EDUCATION

Intando Yesizwe Sec School

Grade 12- High School Certificate

ALX Africa

Virtual Assistance

Certificate in Virtual Assistance

REFERENCE

Aeriton

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TMOF COURIERS

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