

EVALET MISHECK

Durban, South Africa | Customer Service & Scheduling Coordinator

PROFESSIONAL SUMMARY

Detail-oriented and customer-focused professional with experience in customer service, account support, scheduling coordination, and administrative operations within fast-paced environments. Skilled in handling inbound and outbound customer communication, resolving customer queries, updating systems accurately, and maintaining professionalism under pressure. Experienced in working with UK customers, managing sensitive information, meeting KPIs, and using multiple CRM and support systems. Strong organizational, multitasking, and communication skills with a proactive and service-driven approach.

PROFESSIONAL EXPERIENCE

Customer Service Representative – WNS Global Services

August 2024 – April 2026

- Assisted UK customers through inbound and outbound communication channels including calls and emails
- Managed customer accounts while maintaining professionalism and confidentiality
- Resolved billing, account, and service-related queries efficiently
- Handled customer follow-ups and maintained accurate records on internal systems
- Worked within strict KPIs, response times, and quality standards
- Used multiple platforms and databases to investigate customer information and resolve issues
- Collaborated with team members and supervisors to ensure smooth customer experiences
- Maintained high attention to detail while multitasking in a fast-paced environment

Systems & Tools Used: Microsoft Teams, Microsoft Office, Excel, LexisNexis, Royal Mail, Government Gazette, ECOES, Xoserve, Council Tax Band systems

Customer Service Assistant – Cape Grand China

January 2024 – June 2024

- Assisted customers with orders, queries, and issue resolution
- Maintained professional communication with customers and team members
- Supported daily administrative and coordination tasks
- Worked efficiently in a busy customer-focused environment
- Ensured customer satisfaction through friendly and professional service

CORE SKILLS

Customer Service & Support

Scheduling & Coordination

CRM & System Management

Inbound & Outbound Calls

Email & Administrative Support
Problem Solving & Conflict Resolution
Attention to Detail
KPI-Driven Environment

Lead Follow-Up & Communication
Microsoft Excel & Google Workspace
Multitasking & Time Management
Professional Phone Etiquette

TECHNICAL SKILLS

- Microsoft Office Suite
- Google Workspace
- Microsoft Teams
- Excel & Spreadsheets
- CRM Systems
- VoIP & Call Handling Platforms
- Email & Calendar Management

EDUCATION

National Senior Certificate

Sinenjongo High School | 2019 – 2023