

Phuzeka Malapane

Johannesburg, South Africa

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Professional Summary

Dedicated Customer Support Professional with experience assisting customers across multiple communication channels while providing administrative and operational support in remote and hybrid environments. Skilled in customer relationship management, issue resolution, data management, documentation control, and process coordination. Recognized for excellent communication skills, attention to detail, and the ability to deliver professional, efficient, and empathetic support. Committed to creating positive customer experiences while contributing to team and business success.

Core Skills

- Customer Success
- Project Management
- CRM & Ticket Management
- Administrative Coordination
- Client Communication
- Process Improvement
- Remote Team Collaboration
- Data & Record Management

CRM And Support Tools

- Jira
- Zoho
- Notion
- Gorgias
- Zendesk
- Talkdesk
- Salesforce
- UI Systems
- Microsoft Office
- Google Workspace

Experience

- **Candies Freelance Agency (Remote)** Feb 2025 - Present
Customer Success Agent
 - Provide customer support via live chat, email, and phone channels.
 - Resolve customer inquiries and complaints while meeting SLA targets.
 - Manage tickets using Support Tools.
 - Apply conflict resolution techniques to improve customer retention.
 - Maintain accurate documentation of customer interactions.
- **Rentoza (Hybrid)** Dec 2024 - Feb 2025
Logistics Administrator (Vacation internship)
 - Performed data entry, verification, and logistics administration support.
 - Assisted inventory tracking and delivery coordination.
 - Addressed operational delays through problem-solving and collaboration.
 - Maintained compliance with company operational standards.

- **SAPASA (Hybrid)** Feb 2024 - Nov 2024
 Secretary General
 - Led and coordinated a team of 6 executive members, ensuring effective collaboration and task execution.
 - Managed organisational administration, meetings, and society operations.
 - Delegated responsibilities, monitored progress, and ensured deadlines were met.
 - Coordinated events, academic initiatives, and member engagement activities.
 - Maintained confidential records and prepared official correspondence and meeting minutes.
 - Supported leadership decision-making through structured communication and planning.

- **Madibazradio (Hybrid)** Mar 2023 - Dec 2024
 Administrative Assistant
 - Coordinated programme schedules and assisted with daily station administration
 - Maintained records of broadcasts, client advertisements, and programming logs
 - Prepared meeting notes, internal communications, and administrative documentation
 - Supported event planning and promotional activities for station initiatives
 - Communicated with team members, guests, and external stakeholders
 - Managed correspondence and ensured timely information flow between departments
 - Assisted with content research and organisational planning for live programs.

Education

- **Nelson Mandela University** 2025
Bachelor of Administration

- **Selelekela Secondary School** 2019
National Senior Certificate

Certifications

- **Teacher Record**
TEFL Certification

- Coursera**
Introduction to Microsoft Excel

- Cisco Networking Academy**
Introduction to Cybersecurity

Languages

- English- Fluent
- IsiZulu- Fluent

Reference

- Professional reference available upon request.