

CHENGETAI MABIZA

Customer Success & Support Specialist

Vorna Valley, Midrand, Gauteng, South Africa | +27 60 344 2770 | cicimabiza@gmail.com | [linkedin.com/in/chengetai-mabiza-6a321366](https://www.linkedin.com/in/chengetai-mabiza-6a321366)

PROFESSIONAL SUMMARY

Results-driven professional with 5 years of experience, including 4+ years in direct client-facing roles across industrial and technical environments, plus hands-on small business management. Proven ability to manage client relationships, troubleshoot issues under pressure, on-board new users, and communicate clearly with technical and non-technical stakeholders. Experienced working with large enterprise clients, including Zimplats, Lafarge Cement, and Freda Rebecca Gold Mine. Organised, proactive, and highly communicative — ready to deliver exceptional customer experiences in a fully remote setting.

PROFESSIONAL EXPERIENCE

General Manager, **Chengetai's Scones & Basket Buddies (Small Business Operations)** | January 2026 - Ongoing

Owner-operator of two small service businesses: a bakery, and a personal shopping/runner service sourcing products in Johannesburg, RSA for delivery to clients in Harare, Zimbabwe.

- Deliver live-chat customer support via WhatsApp Business and Instagram — managing real-time inquiries, order processing, and issue resolution for a steady base of repeat customers.
- Use WhatsApp Business tools functionally equivalent to helpdesk software: labels to triage and track order/ticket status, saved quick replies to maintain fast and consistent response times, and catalogue/away-message features to manage customer expectations outside active hours.
- Coordinate the full order cycle for the personal shopping service: sourcing products in Johannesburg, managing delivery timelines, and communicating order status to clients in Harare.
- Set pricing and handle invoicing for both businesses, balancing customer expectations with margin and turnaround time.
- Manage day-to-day operations independently — order tracking, customer follow-up, and issue resolution — without a dedicated support team, in a fully remote, chat-first service model.

Projects Engineer, **Orac Systems** | August 2022 – April 2024

Served as the primary client-facing engineer for major enterprise accounts, managing project delivery while maintaining strong, ongoing client relationships.

- Managed end-to-end client relationships for Lafarge Cement, Zimplats (SMC/Ngezi Mines), and Freda Rebecca Gold Mine — acting as the main point of contact for all queries, updates, and escalations.
- Led client on-boarding for new projects, conducting kick-off sessions and technical walkthroughs to ensure clients understood deliverables, timelines, and expectations.
- Resolved complex client issues under pressure and in real time, coordinating across internal teams to ensure fast, accurate responses and minimal disruption to client operations.
- Prepared and delivered regular project status reports and client briefings, maintaining clear communication with both technical and non-technical stakeholders.
- Proactively identified client pain points and provided actionable solutions, contributing to a 60% reduction in defect/return jobs through process improvements.
- Managed scheduling, resource planning, and cross-functional coordination across multiple client accounts simultaneously.

Technical Sales Engineer, **Orac Systems** | May 2021 – August 2022

Client-facing commercial role managing the full sales cycle — from prospecting to post-sale support — across a portfolio of mining industry clients.

- Built and maintained strong relationships with decision-makers at Mimosa Platinum Mines, Sabi Gold Mines, and Zimplats Ngezi — consistently exceeding sales targets by 45% in the first quarter.
- Conducted on-site client consultations, needs assessments, and product demonstrations, translating client operational requirements into tailored technical proposals.
- Managed the full client journey from initial outreach through order fulfilment and post-sale follow-up, ensuring high levels of satisfaction and repeat business.
- Supported clients with asset management planning, maintenance schedules, and compliance documentation in line with ISO 14001, 55000, and 9001 standards.

Quality Manager, Taj Hydraulics | March 2020 – April 2021

Graduate trainee promoted rapidly to Quality Manager after identifying a critical operational gap and proposing solutions.

- Implemented and maintained quality assurance systems and customer-facing documentation, ensuring compliance with ISO 9001 and ISO 14001 standards.
- Coordinated directly with client (Bindura Nickel Mine) on quality requirements, reporting findings and resolving issues to maintain satisfaction and contract continuity.
- Developed and enforced standard operating procedures, improving consistency of service delivery and client communication.

Projects Supervisor, Boltgas International @ PPC Zimbabwe | February 2019 – July 2019

- Supervised daily operations and maintenance, delegating tasks, managing procurement, and ensuring client safety standards were consistently met.
- Served as the main liaison between the team and the client site, providing regular updates and promptly escalating issues.

Attachee Engineer, Orac Systems @ Zimplats Mines | August 2016 – August 2017

- Completed industrial attachment covering maintenance planning, project supervision, and plant maintenance across mechanical and instrumentation systems.

EDUCATION & QUALIFICATIONS

BSc Honours – Industrial & Manufacturing Engineering | NUST | Zimbabwe | Completed May 2018

Data Analysis Fundamentals Nanodegree | Udacity | Online | Completed September 2025

- Focused on data wrangling, visualisation, and statistical analysis to extract insights and support data-driven decision-making.

Data Analytics Programme | ALX Africa | Online | Completed December 2025

- Completed training in Excel (data cleaning, pivot tables, advanced formulas) and SQL for querying and manipulating relational databases.

TOOLS & TECHNOLOGY

Microsoft Office Suite | Google Workspace | SQL | Excel (Pivot Tables, VLOOKUP, Data Validation) | Zoom / Google Meet / Teams | Email & Calendar Management | CRM Concepts (Zendesk & HubSpot fundamentals)

CORE SKILLS & COMPETENCIES

- Client Relationship Management
- Customer Onboarding & Training
- Ticket Resolution & Escalation Handling
- Multi-Channel Customer Communication (WhatsApp, Social Media, Email)
- Order & Client Lifecycle Management
- Technical Troubleshooting
- Remote Communication & Collaboration
- Data Entry & Documentation
- Problem-Solving Under Pressure
- SQL & Excel (Data Analysis)
- Small Business Operations & Pricing/Invoicing

REFERENCES

Eng. P Matimbira — Section Engineer, Zimplats

+263 772 399 610 | peter.matimbira@zimplats.com

Ruvimbo Dzingire – Co-owner Basket Buddies

+263 778 602 829 | ruvimbo.dzingire@gmail.com

Tatenda Gwature — Workshop Manager, Orac Systems

+263 773 815 942 | tgwature@oracsystems.co.zw

Francis Kamuriwo — Technical Sales Manager, Orac Systems

+263 772 596 931 | fkamuriwo@oracsystems.co.zw