ANELE KHUMALO

Durban, KwaZulu-Natal, South Africa | 076 033 2041 | ankhumalo47@gmail.com

PROFESSIONAL PROFILE

Customer Experience Specialist with experience across customer service, reservations, collections and administration. Currently supporting a logistics client by responding to customer enquiries through email and completing administrative tasks. Brings clear written and verbal communication, a customer-focused approach, problem-solving ability and strong organisation skills. Well suited to remote customer support roles requiring professional email communication, accurate administration, time management and the ability to manage multiple customer requests.

CORE SKILLS

- Customer service and customer experience
- Customer enquiry handling
- Problem-solving and issue resolution
- Multitasking and prioritisation
- Teamwork and interpersonal communication
- Email support and written communication
- Administrative support and record keeping
- Time management and organisation
- Computer literacy
- Working effectively under pressure

PROFESSIONAL EXPERIENCE

Amalfi Outsourcing — Customer Experience Specialist

Client: Day & Ross (Logistics) | 27 January 2026 – Present

- Respond to customer emails and assist with enquiries in a professional and timely manner.
- Provide customer support while helping maintain a positive customer experience.
- Complete administrative duties in support of logistics operations.
- Communicate clearly with customers and support the day-to-day handling of customer requests.
- **Recognition:** Employee of the Month — June 2026.

Concentrix — Customer Service

Client: Morrisons | 28 October 2024 – 2 June 2025

Customer service experience in a client support environment.

Outworx — Reservations and Customer Care

Client: Hilton | 30 September 2023 – 14 July 2024

Reservations and customer care experience in a hospitality environment.

Nutun — Collections Agent

Client: OVO Energy | 15 July 2022 – 10 September 2023

Collections experience supporting customers in an energy-services environment.

EDUCATION

University of KwaZulu-Natal — Bachelor of Social Science

Majors: Psychology and Criminology & Forensic Studies | 2019 – 2021

Qhakaza High School — National Senior Certificate | 2014 – 2018

Subjects included English, isiZulu, Life Sciences, Business Studies, Consumer Studies, Mathematics Literacy and Tourism.

LANGUAGES

English • isiXhosa • isiZulu • Sesotho

REFERENCES

Available upon request.