



CONTACT ME

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Al Maktoum road

EDUCATION

University of Zimbabwe

Bachelor's degree in Journalism and Media studies

2017-2021

Chemhondoro High school

Advanced level

2014-2015

Zimbabwe Theatre Academy

Actor/creator certificate

2022

SKILLS

- Can manage both inbound and outbound calls simultaneously
- Interpersonal communication skills
- Fluent in English
- Excellent excel and word skills
- Can work with multiple systems at once
- Excellent social media customer service
- Negotiation
- Critical thinking
- Communication skills

LORRAINE MUNATSWA

Customer Service Representative

ABOUT ME

I am an experienced customer service agent of more than three years in an intense and busy industry. I seek a position in an organization where I can showcase my zeal and enthusiasm for helping people.

WORK EXPERIENCE

HK Mushrooms and Spawn

2022 -2023

Operations manager

- Staff scheduling
- Managing day to day operations
- Deliveries
- Stock management
- Recruit, train and manage staff
- Daily and monthly bank reconciliation

Ecocash Holdings.

2019-2022

Customer Service Representative

- Managing customer queries and complaints with extremely minimum supervision
- Identifying and assessing customers' needs and ensuring they were satisfied
- Making follow ups on customers to make sure help was received
- Obtaining and processing information required for the provision of services, such as pin resets, transactions reversals and new accounts approvals
- Informing customers of available banking products and services to serve their needs.
- Attending to both inbound and outbound calls
- Handling inquiries about account balances and other concerns

Volunteer Work

Zimbabwe OCD Trust - 2019-2022 as Peer Supporter

- Volunteer to give support to peers who suffer from stress, anxiety, depression and obsessive compulsive disorder through phone conversations

Vana Trust - 2022 as Outreach Worker

- Visited and delivered food stuffs and other necessities to the children under the trust's care

REFERENCES

Brenda Chitimbe

Team Leader/ Ecocash Holdings

Phone: 0777 222 707

Angelica Mkorongo

Founder/Zimbabwe OCD Trust

Phone: 0772 298 286

Hazel Jonasi

Managing Director/HK Mushrooms and Spawn

Phone: 0772 269 681

Pasadena Dinha

Vana Trust/Programs Manager

Phone: 0772 723 444