


PERSONAL DETAILS


Name: Tlhogelo Mashego
Known as: Tee Mash
DOB: 04 May 1994
EE/AA: African Female
Availability: Immediate
Willing to relocate
Driver's License: Code C1

CONTACTS

 tlholomashego94@gmail.com

 0715197673

 Ali Luckas str, Eldorado Park,
Johannesburg, 1811

 tlhogelo-mashego-14128017a

SKILLS & ATTRIBUTES

- Microsoft Office
- Kayako help-desk software
- Autotask ticketing system
- Excellent Customer Service
- Point Of Sale
- End-User Computing
- Cordial and a fast learner
- ClickUp

LANGUAGES

Northern Sotho - Home Language

English - Fluent

Isizulu - Fluent

Setswana - Conversational

Siswati - Basic

IsiXhosa - Basic

IsiNdebele - Basic

TLHOLOGELO MASHEGO

CURRICULUM VITAE

As a versatile professional, I excel in various environments, demonstrating assertiveness when necessary. Recognized for my strong presence and professional demeanour, I bring extensive experience in IT Support, Administration, Call Centre, and Retail. One of my key strengths lies in my ability to communicate effectively with customers from diverse cultural backgrounds, ensuring exceptional service and satisfaction.

EDUCATION BACKGROUND

TECHNICAL SUPPORT CERTIFICATE NQF LEVEL 4
MICT SETA

2019

NATIONAL SENIOR CERTIFICATE - MATRIC
NELSPRUIT PRIVATE COLLEGE

2012

- English Home Language
- Afrikaans 1st Additional Language
- Mathematical Literacy
- Computer Application Technology
- Economics
- Business Studies
- Life Orientation

WORK EXPERIENCE

PACKER

May 2025 – September 2025

PANORAMA BISCUITS

- Packing biscuits in buckets.

VIRTUAL ASSISTANT

September 2024 – December 2024

THE COMPLIANCE CLINIC - MCP ONLINE

- Calendar Management: Efficiently managed the calendar by scheduling appointments, meetings, reminders, and events to optimize time management and productivity.
- Customer Communication: Handled inquiries via email and chat, ensuring high customer satisfaction. Managed phone calls by screening and directing them appropriately.
- Meeting Coordination: Developed agendas, notified participants, and arranged meeting logistics. Followed up on action items to ensure successful outcomes.
- Social Media Management: Created and executed a content calendar, designed engaging posts that reflected the brand's voice, monitored social media trends, and interacted with the audience to enhance community engagement.

SHOP ASSISTANT - CASUAL

November 2024 - December 2024

MR PRICE CLOTHING

- Delivered exceptional customer service by warmly welcoming and assisting all customers, ensuring a positive shopping experience.
- Maintained the highest standard of customer care, addressing inquiries and fostering a welcoming environment.
- Enhanced sales by effectively promoting special offers and the Mr. Price Loyalty Scheme, increasing customer engagement.
- Ensured optimal product presentation by restocking shelves, organizing displays, and implementing stock rotation for food items.
- Upheld the cleanliness and organization of the shop floor and public areas to provide a pleasant shopping atmosphere.

REFERENCES

Shawn Langa
Founder and CEO
The Compliance Clinic - Mcp Online
0787074229
shawnl@mcponline.co.za

Nngomotseng Mathebula
Line Manager
Smollan & Associates
0674463038

Rentia Conradie
HR Manager
Ubuntu Technologies
Reference Letter

Laurence Williams
Supervisor
Panorama Biscuits
+27 76 269 0836

MERCHANDISER (RELIEVER)

September 2021- May 2023

SMOLLAN & ASSOCIATES

➤ Stores Worked At: (Spar, Pick 'n Pay, Otees Cash & Carry, Checkers)

- Managed and supervised a team of merchandisers during their leave, ensuring seamless store operations and customer satisfaction.
- Successfully communicated and convinced key store personnel of the importance of major store objectives, including brand awareness and shelf standards.
- Coordinated with suppliers to place stock orders and maintain an adequate inventory level.
- Maintained the visual appeal of the store by ensuring all areas were stocked, rotated, cleaned, and presented to the highest standards.
- Implemented visual merchandising displays and ensured that best-selling products were prominently showcased.
- Ensured customer satisfaction by ensuring customers could easily find products and aiding with queries.
- Completed administrative tasks, including paperwork and data entry, in a timely and accurate manner.

Reason for leaving: Contract ended.

ADMINISTRATOR

May 2019 - August 2019

UBUNTU TECHNOLOGIES (PTY) LTD

- Acted as a liaison between sub-contractors and clients to coordinate the installation of new office phones and the repair or replacement of faulty phones and network cables, utilizing effective communication through e-mail and telephone.
- Ensured that all logged incidents and requests were resolved within the designated Service Level Agreements (SLAs) and provided job cards for completed work to maintain accurate records.
- Prepared and delivered reports to the COO, highlighting project progress and client feedback.
- Conducted courtesy calls to verify client satisfaction with completed jobs, reinforcing a commitment to customer service excellence.

Reason for Leaving: Family responsibility reasons.

1ST LEVEL SUPPORT TECHNICIAN

April 2018 - April 2019

UBUNTU TECHNOLOGIES (PTY) LTD

- Provided first-level support for users, specializing in printer and hardware issues.
- Logged and managed support tickets, ensuring timely updates and communication with clients and internal teams.
- Closed tickets efficiently upon resolution of reported issues while maintaining a high level of customer satisfaction.
- Conducted software installations and upgrades, ensuring systems were up-to-date and functional.
- Collaborated closely with the Unified Communications/Audio-Visual (UC/AV) team onsite, assisting in the installation and setup of boardroom technology.

Reason for Leaving: Learnership contract ended; accepted a position as an Administrator.