

# Kamohelo Mathole

4 palm street lenasia

0652608600 | kamohelomathole1@gmail.com

To whom it may concern

Please accept this letter and attached resume for your consideration. I am highly interested in the position that is advertised by the organisation .

A combination of factors, including a variety of managerial and administrative titles held in the past, extensive customer service experience, and an innate sense of adapting to an independent or team oriented environment, leads me to believe that I would be a prime candidate for the position being offered.

The positions that compose my employment history and formal education have exposed me to many key facets of running and working in a healthy, prospering business environment. In return, it has made me knowledgeable in areas, but not limited to retention, hiring, performance management, operations, employee relations, quality customer service, and management.

I am a conscientious employee with the ability to communicate with both my co-workers and customers professionally, efficiently, and with a great team oriented attitude. Thus, I will prove to be an asset to your company. I can assure you that my work experience will help me achieve all goals expected of me.

My professional expertise aligns closely with the responsibilities outlined in your job advertisement.

In my role as a customer care representative, I have proved to be an efficient, enthusiastic, and strong candidate.

I believe your company will be a great success for many more years to come and my extensive expertise will help ensure the company's success well in the future.

It would be a privilege to discuss the position in more detail. I'd be more than happy to come whenever it's most convenient for you. Thank you for your time, and I'm looking forward to hearing from you  
Sincerely

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## Experience

- Hello group/ Hello paisa** 2025/09/01 - Current  
Customer Care Representative call centre  
Assist customers with inquiries and issues related to a company products and services by accepting ownership for effectively solving customer issues, complaints and inquiries by keeping customer satisfaction at the core of every decision and behavior
  - Accurately document all interactions in CRM system
  - Escalate unresolved or complex issues to higher level support
  - Ensuring that I meet KPI 90%
- Multichoice** 2021/05/03 - 2024/06/28  
Customer service Agent  
Handle incoming customer inquiries and resolve issues related to the products, accounts,billing or services
  - participate in team huddles,coaching sessions and training programs
  - call handling inbound
  - Meet performance targets including quality scores, customer satisfaction

## Education

- Gauteng city college** 2022  
N4 EDUCARE  
62%
- Hoerskool Die Fakkel** 2020  
Matric  
12

## Skills

- Customer relationship management
- Verbal and written communication
- Conflict and resolution and De-escalation
- Time Management and organizational skills
- Multitasking and prioritization
- Problem solving and critical thinking
- Customer relationship management software

## Reference

- Meshack Mukwevhu - Hellopaisa/hello group**  
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- Freda Mathole - Multichoice**  
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