

Njabulo Malobola

063 685 5089 · njabulo.malobola.nm@gmail.com
110 Wild Olive Street, Hartbeespoort, South Africa

I am a devoted and accomplished professional who places great emphasis on delivering exceptional customer experiences. I am eager to become a valuable asset to your esteemed organization. Having acquired substantial expertise in providing top-notch customer service across various channels, my unwavering commitment lies in promptly attending to inquiries and ensuring unparalleled customer satisfaction.

KEY COMPETENCIES

Effective Communication
Analytical Problem-Solving
Excellent Organisational Skills

Adaptability
Client Relationship Management
Meticulous Attention To Detail

Time Management
Technical Proficiency
Attentiveness

PROFESSIONAL EXPERIENCE

Bargain Books

Oct 2019 - Oct 2022

Bookseller

Accomplishments

- Consistently exceeded monthly sales goals by 20%, showcasing a proactive strategy for upselling and providing customers with personalized book recommendations.
 - Received regular praise from customers for providing great service and addressing difficult inquiries with kindness and patience
 - Delivered highest level of customer service by welcoming, communicating and assisting customers.
 - Used consultative sales approach digitally and manually to understand customer needs and recommend relevant offerings.
 - Organised store merchandise racks and displays to promote and maintain visually appealing environments.
-

EDUCATION

University Of South Africa

Bachelor Of Arts in Criminology And Sociology
2020-2023

Loreto Convent School

Bachelor's Pass (NSC)
2014-2018
