**Kudzai Panganai**
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**Summary**

Results orientated Bilingual (Spanish and English) Sales and Customer Service Manager with drive to exceed sales goals and generate strong customer base for greater revenue of the business. Motivated and goal driven with track record of success in generating repeat business and closing tough sales. Friendly person with great leadership abilities.

**Highlights**

Familiar with financing options Customer service mindset

Strong follow-up skills Persuasive communicator

Competitive Team Player

Proficient with email and telephonic interactions.

**Areas of Expertise**

**Sales**

* Consistently exceed sales quotas of new and old products.
* Seek out programmes that match customer preferences.
* Arrange special orders for customers.

**Financing**

* Proficiently complete and submit all paperwork
* Maintain knowledge of current and upcoming financial options

**Customer Service**

* Follow up with potential customers to answer questions and encourage return visits.
* Check with customers after sales to ensure satisfaction
* Contact new and existing customers to check on preferences.
* Stay active on social media to develop new customer leads
* Respond Quickly to all customer requests

**Education** EIEFD CUBA (2008 – 2014) BSc Degree in PE & Sports Science.

**Languages**

English and Spanish

**Experience**

**MANNA RESORTS- Bilingual Customer Service Manager (January 2015 – January 2016)**

**Duties**

* Produced excellent customer service scores and well-trained staff by focusing on management from the lobby.
* Led the rollout of new Renaissance brand initiatives, including FOH training, and ensured compliance.
* Collaborated with staff in development of various initiatives designed to assist in meeting customer service goals.
* Mentored and developed all members of staff, assisted 5 members in obtaining positions of greater responsibility.
* Consistently achieved budgeted financial goals while maintaining consistent service standards

**ATLAS.ti - Project Coordinator (Remote – User support, Spanish and English April 2016 – August 2017**

**Duties:**

* Respond to email and telephonic queries for external and internal software users.
* Listen attentively to caller needs to ensure a positive customer experience.
* Strive for quick complaint resolution; commended by supervisor for the ability to resolve problems on the first call and avoid escalation of issues.
* Excel within a service-oriented company, demonstrating a talent for communicating effectively with customers from diverse backgrounds.

**Kobo Safaris – Customer Service Manager, September 2017 - July 2020)**

**Duties**

* Demonstrated skills in managing and improving customer satisfaction and loyalty metrics like Net Promoter Score (NPS), Customer Satisfaction Score (CSAT), or Customer Effort Score (CES).
* Experience with customer relationship management (CRM) systems, data analysis, and the ability to extract actionable insights from customer feedback and behavior.
* Proven track record of leading customer service teams, including hiring, training, and performance management to ensure high-quality customer experiences.
* Examples of innovative customer engagement strategies that have successfully enhanced the customer journey and led to increased customer retention and sales.
* Ability to collaborate with cross-functional teams, like sales, marketing, and product development, to align customer experience initiatives with business goals.

### Amazon ZAF Bilingual Customer Experience Manager (August 2020 – Dec 2023)

**Duties:**

* Moderate Customer reviews in the Amazon ES, MX, NA and UK communities.
* Respond to internal and external customer queries via email.
* Assist team members in solving complex situations.
* Attend to telephonic customer queries.
* Header to help recruiters quickly allocate your contact details and have a glimpse over your most recent portfolio of work
* Summary or objective to provide an overview of your career highlights, dreams, and goals
* Experience to align with job requirements and showcase your measurable impact and accomplishments
* Skills section/-s to pinpoint your full breadth of expertise and talents as a candidate for the Customer Experience Manager role
* Education and certifications sections to potentially fill in any gaps in your experience and show your commitment to the industry

**REFERENCES**

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