**Tanaka Listance Mudiwa**



**Mobile: (+971) 553359421**

**Email: tanakalmudiwa@gmail.com**

**Position: Customer Service**

**OBJECTIVES**

Seeking an entry level customer service position where my strong written and verbal communication skills are well utilized

**Skills and Competences**

Customer service orientation Planning and organizational skills

Time management Communication skills.

Problem analysis and problem-solving Flexibility.

**Professional Summary**

Enthusiastic customer service professional with 5+ years’ experience working as a liaison between consumers and corporations. Skilled communicator and listener with a knack for remedying conflict, and keen organizational skills which allow for effective delivery of outstanding service. Maintain the highest level of integrity, dedicated to providing reliable and friendly service without compromising the reputation or competencies of the organization. Strong ability to multi- task and prioritize duties.

**Work Experience**

**Company: Health Administration Services (Assistant)**

**Position: Steve Biko Academic Hospital (South Africa Pretoria East)**

**Period: January 2018 - December 2019**

* Evaluate the budget and create reports with recommendations to cut costs
* Schedule employees based on patient needs
* Oversee the organization of all patient records
* Stay up to date on healthcare laws and regulations
* Offer recommendations to decision-makers on ways to improve the efficiency of the office
* Develop work schedules for staff and physicians.
* Monitor the department’s budget and prepare accurate reports about your findings.
* Keep detailed records of medical and office supplies stock.
* Inform employees of new policies and other changes.
* Develop work schedules for all employees.
* Coordinate with doctors, nurses and other healthcare professionals to identify their issues and needs.
* Respond to questions from doctors, nurses, and patients in a timely manner.
* Ensure patient medical records are kept up to date.
* Keep records of all expenses and recommend techniques to reduce costs.
* Ensure all departments comply with the current healthcare laws and regulations.
* Improve facility efficiency and quality.
* Ensure that the facility complies with all laws and regulations.
* Train staff members.
* Communicate with physicians and nurses.
* Present investor meetings and meet with governing boards.
* Monitor budgets and spending.

**Company: Al Madani group of Companies llc (UAE: Dubai)**

**Position: Waitress/Cashier**

**Period: September 2020: April 2021**

* Provide a warm welcome for customers.
* Produce menu to the customer.
* Accepting payments in form of cash or cards
* Balancing cash drawers before turnover of cash register to next in line shift
* Serve dishes to customers at tables.
* Taking part in up selling and suggesting to increasing sales
* Receive food and drinks orders and serve customer request to the standards required.
* Ensure timely delivered of all food and beverage items to customers.
* Answering calls and taking delivery and pick up orders on phone
* Answering customer queries in a polite and helpful manner.

**Company: Econet Wireless (Zimbabwe)**

**Position: Customer Service Representative**

**Period: Jan - Dec 2017**

* Provided pricing information to customers regarding specific products.
* Answering incoming calls, greeting the callers, providing required information, and taking messages.
* Followed up on all inquiries to ensure resolution satisfies customer, dealership, and company expectations Advised customers on service scheduled maintenance and service campaigns
* Kept track of every update in a constantly changing program in order to comprehensively assist customers.
* Resolved problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems
* Continually maintain working knowledge of products, services and promotions Make recommendations according to customer's needs.
* Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends.

**Education**

Higher and Secondary School

Certificate of Health Administration Services { Harare Polytechnic]

Certificate in Events and Hospitality Management

**References** (To be provided upon Request)