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Melrose North, Johannesburg



EDUCATION

Stirling High School - East London

NSC Certificate
2017

East London Language Institute

120 Hour TEFL Certificate
2018

TECHNICAL & SOFT SKILLS

Microsoft Office Suite
Google Suite
WETU
Basic Bookkeeping
Calendar Management
Data Capturing
Sales
Customer Communication
Reservations & Bookings
Scheduling
Telephone Etiquette
Debt Collection
Office Administration
Problem-solving
Willingness to Learn
Merchandising & Stocktaking
Organisation

Kiara Tyler Schultz

ABOUT ME

Experiences and versatile professional with a strong background in customer service, administration, sales, and travel consulting. Known for my excellent communication, organizational skills, and attention to detail, I am committed to delivering high-quality service and ensuring client satisfaction.

EXPERIENCE

Travel Consultant

Jan 2024 - Current

Alpha Destinations | Sandton, Johannesburg

- Specializing in tailor-made journeys across Southern and Eastern Africa. Responsibilities include liaising with hotels and lodges for reservations, coordinating restaurant and tour bookings, preparing and formatting itineraries, generating client invoices, managing cost estimates in Excel, and maintaining client communication throughout the booking and travel process.

Contact Center Agent

Nov 2021 - Sept 2023

Nedbank Ltd | Johannesburg

- Provided technical support to business banking clients, assisting them with issues related to the bank's digital systems. Troubleshoot and resolved technical difficulties on various devices, ensuring clients could use the systems effectively.

Insurance Seller / Call Center Agent

March 2021 - May 2021

UDM International | Sandton, Johannesburg

- Responsible for selling insurance policies over the phone to referrals from existing policyholders. Also upsold additional benefits to current clients by explaining the advantages of policy upgrades and adjustments to suit their needs.

Part-Time Sales Clerk

Oct 2020 - Apr 2021

Readers Warehouse | Fourways, Johannesburg

- Maintained store inventory and presentation by organizing and merchandising books. Conducted sales transactions, assisted customers with book recommendations, and ensured the store was clean and orderly. Provided personalized reviews and suggestions to enhance customer experience.

Office Assistant/Personal Assistant

Oct 2020 - Apr 2021

Eye 4 Detail Construction & Renovation | Port Elizabeth

- Managed the day-to-day operations, ensuring smooth workflow in the absence of the directors. Key responsibilities included client communication, appointment scheduling, stock control, placing orders, light office maintenance, and filing. Additionally, I handled basic bookkeeping tasks and maintained the company's records.

Call Center Consultant

Jul 2019 - Jan 2020

DMC Debt Management | East London

- Responsible for contacting clients in debt to offer tailored financial solutions aimed at helping them manage and settle their debts effectively. This involved explaining the long-term benefits of our services, collecting client information, and setting up debit orders for those who accepted our offers.