

TYNIQUE MATTROOS



Professional Summary

Detail-oriented professional with top skills in customer relations, organisational assistance and recordkeeping. Talented in addressing different service and product problems with thorough and positive approach. Ready to help with focus on finding creative solutions to conflicts and issues. Reliable in identifying opportunities and always going the extra mile.

Contact

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325 Kelvin Manor
17 Southway Street
Kelvin, Sandton

Education

- **TEFL CERTIFICATE**
Teacher Record - TEFL Course
2024
Verification Link:
<https://teacherrecord.com/checking/TR4140041083>
- **Bachelor of Accounting Science**
University of Witwatersrand, JHB
Degree currently in progress.
Highest Grade Passed - 1st Year
2015, 2nd Year Incomplete (due to financial constraints)
- **National Senior Certificate**
Sandringham High School, JHB
2010-2014
Completion of National Olympiad - Science, Maths and Accounting
Acting Mentor and tutor.

Experience

- **Project Co-Ordinator and Administrator**
R&D Contracting Jan 2024 - Current
As a Project Coordinator and Administrator, my role is essential in ensuring the efficient execution of construction projects and fleet management. I am tasked with overseeing various project activities, including scheduling, resource allocation, and task assignment, while facilitating seamless communication among diverse project teams. Additionally, I am responsible for managing project documentation, preparing reports, and handling administrative tasks. Acting as the primary point of contact for clients, I maintain positive relationships by providing regular updates and addressing any concerns promptly. Furthermore, I enforce stringent quality control measures and safety protocols to uphold standards and mitigate potential risks. With my coordination abilities, administrative skills, and unwavering dedication to quality and safety, I contribute significantly to the successful completion of projects within budget and on schedule, thereby enhancing client satisfaction and bolstering the company's reputation.
- **Telephony Support Executive and Admin**
SmartPA Dec 2021 - Jan 2024
In the role of Virtual General Administration Customer Service at SmartPA, the key responsibilities include acquiring comprehensive knowledge of clients and their needs, supporting onboarding and managing changes in client support packages. Ensuring timely and accurate distribution of information, monitoring the telephony inbox regularly, and booking/approving appointments using online diary systems are essential tasks. Additionally, the position involves assisting with ad hoc client work, including document formatting, typing projects, and proofreading. Adherence to COE processes for saving and filing client documents, utilizing SmartPA technology for tracking and managing daily metrics, and meeting individual and team Key Performance Indicators (KPIs) aligning with business objectives is crucial. The role also encompasses providing support in training information for colleagues.
- **E-Commerce Executive**
Top T - Webstore Nov 2020 - Jan 2021
In the realm of General Administration Customer Service and E-commerce store assistance, I implemented seasonal and special discounts to boost customer engagement through promotions. I actively forged new business partnerships, contributing to customer acquisition and revenue generation. Through strategic sales and marketing approaches, I improved product marketability and enhanced profits. I optimized sales methods for effective customer acquisition, development, and retention. Additionally, I collaborated with design, project management, and production teams to ensure timely support for planned campaigns.
- **Support Contact Agent**
Verpakt Management Solutions Oct 2018 - May 2019
The responsibilities include opening and managing customer accounts, addressing product or service issues, and recommending solutions. Analyzing customer needs to provide relevant product or service information is a key aspect. Additionally, contributing to team efforts, managing a high volume of calls and chats, and building trust through effective communication are essential. Following international procedures, guidelines, and policies is emphasized. The role involves cancelling or upgrading accounts, processing orders, refunds, and exchanges, as well as collecting payment and customer information. Client/player retention is also a focal point of the responsibilities.
- **Sales Agent Representative**
Medscheme, Fedhealth Oct 2017 - Jul 2018
The role encompasses general administration tasks, emphasizing excellent customer service and proficiency in sales with a focus on client retention. Effective communication skills and flexibility are also key attributes required for success in this position.

Language

English
Proficient C2



Afrikaans
Elementary A2



Reference

Youssef Bejaoui (Manager) - + 447834 539
621 (UK number)
Megan Fisha (Team Leader) - +2767 902 4152
Peter Kolokoto (Manager) - +2782 442 4266

Skills

- Computer and CRM Literate
- Customer-Orientated
- Great Numerical, Communication and Interpersonal Skills
- Monitoring and Evaluation Skills
- Excellent Administrative and Organisational Skills
- Reliable and Responsible
- Analytical Thinker and detail-orientated
- Data entry
- Customer relations
- Report generation
- Call Centre experience
- Can apply Self-Management / Time Management effectively.
- HubSpot CRM
- Relationship management