

MOOKHO KHAMA

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com

Lesotho Maseru

PROFILE

Detail-oriented and self-motivated Remote Customer Service Representative with over 3 years of experience in a semi virtual support environment. Proficient in handling a wide range of customer inquiries via phone, email, and live chat. Adept in using various CRM

SOFTWARE EXPERIENCE

- G-suite
- Microsoft Office Suite
- Zoho
- Quickbooks
- Maximo
- Zendesk
- Trello

COMMUNICATION TOOLS

- Google chat
- Skype
- Slack
- Zoom

KEY SKILLS

- Attentive to details.
- Excellent listener
- Friendly, courteous, & service oriented
- 35wpm
- Staff training & coaching
- Team player
- Solid written & verbal communicator

WORK EXPERIENCE

Ward Clerk

Queen Mamohato Memorial hospital | LSO Maseru
08/2017-06/2019

- Maintaining up-to-date patient health records
- Ensure confidentiality and compliance with data protection regulations.
- Monitor and maintain inventory of both medical and office supplies.
- Coordinate and schedule patient appointments.
- Facilitate communication between patients, medical teams and patients families.
- Answer calls and direct enquiries to the right personnel
- Support administrative tasks such as data entry, photocopying and filing.

Electrical Intern Technician | LSO Butha-buthe

LHDA MUELA HYDRO POWER STATION
09/2021-03/2022

Copy shop assistant

Print-corp | LSO MASERU
10/2022 – 09/ 2024

- Requesting quotations from suppliers and negotiating prices where necessary.
- Scheduling delivery and receiving orders
- Inventory tracking
- Basic office management
- Respond to customer emails and calls
- Finished customer orders quality check
- Managing waste

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- Troubleshooting paper jams and reloading paper into printers.

EDUCATION

Diploma in Electrical and Electronics Engineering

Lerotholi Polytechnic | Lesotho Maseru

07/ 2019 – 07/2022

LGCSE

Holy Family High School

2012-2016

PSLE

Matlameng primary school

2004-2011