

THEMBI SIBANYONI

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PROFESSIONAL SUMMARY

A dedicated and versatile professional with over 7 years of experience in customer service, administration, and the automotive industry. Adept at managing client relations, handling bookings, and providing seamless support across multiple functions. Strong foundation in automotive sales, service advising, and a growing skill set in virtual assistance and cybersecurity. Committed to continuous professional development with a recent distinction in the ALX Virtual Assistant Programme.

KEY SKILLS

- Customer Relations & Liaison
- Booking & Scheduling Management
- Reception & Front Desk Operations
- Automotive Sales & Support
- Service Advisor Support
- Administrative Support
- Cybersecurity Fundamentals
- Virtual Assistance
- Time Management & Multitasking
- Problem Solving & Conflict Resolution
- MS Office Suite & CRM Tools

PROFESSIONAL EXPERIENCE

Rand Stadium Toyota The Glen – *Customer Liaison Officer & Bookings Clerk*

March 2022 – Present

Duration: 2 years 5 months

- Act as a primary point of contact for customers, addressing inquiries, handling concerns, and ensuring customer satisfaction.
- Manage bookings for vehicle services, ensuring smooth and efficient scheduling.

- Coordinate with internal teams to confirm service availability and communicate with customers about their appointments.
- Provide administrative support for daily dealership operations and maintain accurate customer records.
- Handle customer feedback and resolve issues promptly to maintain a positive company image.

Bruma Toyota – Cashier & Receptionist

May 2019 – March 2022

Duration: 2 years 9 months

- Greeted and assisted customers at the reception, ensuring a professional and welcoming environment.
- Managed customer transactions, processed payments, and handled refunds efficiently.
- Provided administrative support by scheduling appointments and assisting with general inquiries.
- Maintained accurate records of customer information and processed sales-related documents.

Hyde Park Toyota – Bookings Clerk & Receptionist

January 2018 – May 2019

Duration: 1 year 4 months

- Handled customer bookings for vehicle services and managed daily service schedules.
- Operated the front desk and served as the first point of contact for customers, providing information on services and promotions.
- Managed incoming calls and redirected them to the appropriate departments.
- Supported the service department by coordinating with technicians and ensuring timely completion of service requests.

Ford Hatfield – Trainee Service Advisor

January 2017 – December 2017

Duration: 1 year

- Assisted senior service advisors in managing customer service interactions and scheduling vehicle repairs and maintenance.
- Gained exposure to service processes, including vehicle diagnostics, repair quotes, and customer follow-up.
- Provided front-line customer service, including answering questions about vehicle services and status updates.

EDUCATION

University of South Africa (UNISA)

National Diploma in Information Technology (Incomplete)

2013 – 2014

Tshwane North College for FET

Civil Engineering & Construction Vocational Studies

2011 – 2013

Besstepan Agricultural High School

Matric (Grade 12)

2009

CERTIFICATIONS

- **Google Cybersecurity Certificate** – *September 2024*
- **ALX Virtual Assistant Programme (Distinction)** – *October 2024*
- **TEFL Certificate** – *Teacher Record, July 2023*
- **NQF Level 4 Certificate in Automotive Sales and Support Services** – *March 2018*

TECHNICAL SKILLS

- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)

- CRM software (customer relationship management tools)
- Basic knowledge of cybersecurity protocols
- Familiarity with automotive service management software

ADDITIONAL INFORMATION

- Excellent interpersonal and communication skills.
- Strong problem-solving ability with a customer-focused mindset.
- Detail-oriented with the ability to manage multiple tasks and priorities effectively.
- Able to work independently and within a team in fast-paced environments.

REFERENCES

Available upon request.