

Tebogo Posch Maje

Personal details

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Location South Africa
Language English

Executive Summary

Accomplished Customer Service Supervisor with 3years experience in management role in high-end retail environment with proven track record enhancing service quality, customer satisfaction through effective problem solving and team leadership. Managed 10+Customer Services team fostering team collaboration and maintaining high morale.

Core Competencies

- Time Management
- Inventory Management
- Team Work
- Effective Communication
- Sales Strategy Development
- Leadership

Experience

Company Woolworths Westgate
Period October 2021 – Current
Position Customer Service Supervisor

Duties:

- Analyze sales trends to identify opportunities for increased profitability and recommend actionable strategies.
- Develop and implement comprehensive marketing strategies and campaigns that align with company objectives and goals.
- Address customer complaints and feedback promptly to ensure a positive shopping experience.
- Ensure adherence to all company policies and procedures to maintain compliance and operational excellence.

Company Woolworths
Period September 2006 – October 2021
Position Sales Ambassador | WBeauty

Duties:

- Stay informed about product offerings and keep up-to-date with industry trends to maintain expertise.
- Oversee counter inventory and ensure the shop remains clean, organized, and well-maintained.
- Conduct market research to identify new trends, customer preferences, and competitor strategies.

Company Edgars NorthGate
Period May 2003 – September 2006
Position Estee Lauder Counter Manager

Duties:

- Develop and execute comprehensive marketing strategies and campaigns that align with the company's goals and objectives.
- Lead, mentor, and manage a high-performing marketing team, fostering a collaborative and results-driven work environment.

Education

Institution	Qualification	Year
College SA	Business Management	2013
Edith Hinds High School	Senior Certificate	1997

References available upon request