

Olerato Diale

Expert Customer Relations Manager

SUMMARY

With over a decade of IT support and customer relations, the engineer has a solid track record of driving growth and process improvements in tech-centric roles. Experience includes resolving complex technical issues, optimizing IT systems for improved user experience, and leading cross-functional teams to success. Highlights of their achievements include a significant increase in company revenue, a high rate of customer satisfaction, and earning accolades for exceptional leadership. The engineer's professional background is underscored by impactful roles in operations management and IT support without specifying a computer science education or software engineering particulars.

TECHNICAL SKILLS

Main Technical Skills	RDBMS (1 yr.), troubleshooting (10 yr.), IBM Rational ClearCase, Team Leadership, Project Management
JavaScript Libraries and Tools	NativeJS
Databases & Management Systems / ORM	MS SQL Server Management Studio, RDBMS (1 yr.)
UI Frameworks, Libraries, and Browsers	Ant Design
Azure Cloud Services	Azure Service Bus
SDK / API and Integrations	API
Methodologies, Paradigms and Patterns	Architecture and Design Patterns, FDD, STLC
Collaboration, Task & Issue Tracking	IBM Rational ClearCase
Project Management & Administration	Marketing research, Project Management
Soft Skills	troubleshooting (10 yr.)

WORK EXPERIENCE

Helpdesk Support Engineer, IT Support Enhancement

Duration: May 2014 – May 2020

Summary: Provided IT Helpdesk support, resolving technical issues and customizing



software settings to improve productivity.

Responsibilities: Diagnosing and resolving complex technical issues, customizing software to meet user needs, developing training programs for junior staff.

Technologies: Internal IT systems, Helpdesk software

IT Helpdesk Analyst, Operational Efficiency Improvement

Duration: May 2012 – May 2014

Summary: Streamlined internal processes to optimize workflow and proactively monitored systems for consistent uptime.

Responsibilities: Streamlining workflow, proactively monitoring systems to prevent performance issues.

Technologies: Internal IT systems, Monitoring tools

Managing Director, Revenue Growth and Operational Management

Duration: Jan 2022 – Mar 2023

Summary: Drove revenue growth and managed financial operations, recruitment, and strategic direction at Peo-Entle.

Responsibilities: Strategic introduction of cross-selling initiatives, designing and executing HR and training programs, managing financial operations and recruitment.

Technologies: Business management tools, HR systems

Customer Support Specialist, Customer Support Excellence

Duration: April 2024 – May 2024

Summary: Resolved a high volume of technical support tickets and developed training materials to empower end-users.

Responsibilities: Resolving technical support tickets, developing training materials, achieving high first-call resolution rate.

Technologies: Support ticketing systems, IT troubleshooting tools

Customer Relations Manager, Customer Experience Optimization

Duration: June 2024 – February 2025

Summary: Optimized website architecture and managed escalated client inquiries ensuring high satisfaction and retention.

Responsibilities: Boosting customer satisfaction, optimizing website architecture, managing escalated inquiries, collaborating with cross-functional teams.

Technologies: Website architecture tools, API integrations

EDUCATION

- **Digital Marketing Diploma**
Shaw Academy (2018)
- **Advertising & Marketing Certificate**
Vega School (2008)
- **Matric**
Mokgome Senior Secondary (2007)

