

Justine Moses

Senior Customer service executive

SUMMARY

EDUCATION & CERTIFICATIONS

- Matric certificate (high school)
- TEFL Level 5 Certified
- First aid certification
- CPR certification

TECHNICAL SKILLS

Main Technical Skills	Java (5 yr.), Spring (3 yr.), React (2 yr.)
Programming Languages	Java (5 yr.)
Java Frameworks	Hibernate (3 yr.), Spring (3 yr.)
JavaScript Frameworks	React (2 yr.)
Databases & Management Systems / ORM	Hibernate (3 yr.), MySQL (4 yr.)
Cloud Platforms, Services & Computing	AWS (1 yr.)
QA, Test Automation, Security	Apache Maven (3 yr.), JUnit (3 yr.)
Virtualization, Containers and Orchestration	Docker (1 yr.)
Version Control	Git (5 yr.)

Customer Service / Front Desk / Operations | Gravity Indoor Skydiving | [Dates from original CV]

- Provided end-to-end customer support including enquiries, bookings, registrations, payments, package explanations and front-desk assistance.
- Resolved customer concerns and provided clear information to help customers choose suitable services and packages.
- Supported upselling, customer follow-up, media requests and booking-system processes.
- Worked closely with instructors and operations teams to ensure customers received a smooth and professional experience.

Customer Service / Administration | Secco by Coffea | [Dates from original CV]



- Delivered professional customer service, handled enquiries and supported daily transactions and administration.
- Maintained a welcoming customer experience while managing multiple requests efficiently.

Customer Service / Administration | Melomed Private Hospital | [Dates from original CV]

- Provided customer-facing support and handled enquiries with patience, professionalism and attention to detail.
- Maintained accurate information and communicated effectively with customers and internal teams.

Front Desk / Guest Services | Marriott Executive Apartments | [Dates from original CV]

- Provided international guest services including reservations, enquiries, check-in/check-out and issue resolution.
- Coordinated with departments to resolve requests quickly and maintain high guest satisfaction.

Customer Service / Hospitality | Monte Carlo Beach Club | [Dates from original CV]

- Delivered customer service and front-of-house support, assisting guests with enquiries, bookings and service requirements.

Retail / Customer Service | Truworths | [Dates from original CV]

- Provided customer service, product assistance and sales support in a high-volume retail environment.

Customer Service / Hospitality | Wahoo! Water Park | [Dates from original CV]

- Supported guests in a high-volume leisure environment and responded to customer needs and service issues.

EDUCATION & CERTIFICATIONS

JUSTINE MOSES | Remote Professional • TEFL Level 5 Certified

- Additional education and training: As listed on original CV

Microsoft Word • Microsoft Excel • Email & Calendar Tools • Booking / Customer Management Systems • Online Communication

Platforms • Digital Administration

