Basetsana Mashaba
Junior Customer Service, Administration, and Retail Operations Professional

SUMMARY

Software engineer with 4+ years in customer service and administration, transitioning to full-stack development. Knowledge in IT Tools, administrative efficiency, and process management. Practical experience includes administration, sales tracking, and customer relationship management. Pursuing a Certificate in Full Stack Development, with an expected completion by July 2025, and acquiring Data Entry Tools and Techniques education. Core skills include IT proficiency, technical support, problem-solving, and efficient handling of high-volume transactions.

TECHNICAL SKILLS

Main Technical Skills	Git, Illustration and icons, RDBMS, Data Entry
Databases & Management Systems / ORM	RDBMS
Amazon Web Services	AWS IAM
Message/Queue/ Task Brokers	Apache ActiveMQ
Soft Skills	Attention to Detail
Version Control	Git
UI/UX/Wireframing	UI/UX
QA, Test Automation, Security	Usability tests
Operating Systems	Windows Phone
Other Technical Skills	Problem-solving, Teamwork

WORK EXPERIENCE

Shop Assistant, Cashier and Admin, Retail Operations

Duration: Dec 2021 - Nov 2022

Summary: Handled routine customer service and administrative tasks at a retail establishment.

Responsibilities: Managed administrative tasks including supplier order inventory management and sales tracking, resolved issues including financial exchange, maintained store displays and inventory levels, operated equipment with security and responsibility, handled cash register transactions.

Technologies: Price guns, barcode scanners, cash registers

Call Centre Agent, Cashier and OTC Assistant, Customer Service and Administrative Assistance

Duration: Dec 2022 - Current

Summary: Provided customer support through multiple channels and contributed to administrative assistance at a pharmacy.

Responsibilities: Handled customer inquiries via Phone, Email, WhatsApp, processed transactions as a cashier, assisted clients with over the counter medication, managed client portfolios, delivered organisational information, completed a high volume of inbound and outbound calls within deadlines.

Technologies: CRM software, administrative tools

Basic First Aid and Medical Administration, Basic First Aid and Medical Administration

Duration: Jan 2023 - March 2023

Summary: Engaged in medical administration practices including basic first aid.

Responsibilities: Administered basic first aid, injections, ear and nose piercings, managed feedback information, and provided customer support.

Technologies: Medical administration tools

EDUCATION

- **BACHELORS DEGREE**
- Primrose Technical Hoerskool with courses in English, Mathematical Literacy, Business Studies, Afrikaans, Life Orientation, Life Science, Geography
- Jan 2017 - Jan 2021
- **CUSTOMER SERVICE AND ADMINISTRATIVE COURSE**
- Character INC Ackermans Pharmacy |Primrose.
- Jan 2023 - Sept 2024

CERTIFICATION

- **Basic First Aid and Medical Administration**
- Ackermans Pharmacy Johannesburg, Primrose
- Jan 2023- March 2023
- **Certificate in Full Stack Development**
- IT Varsity, Johannesburg
- May 2025- July 2025
- **Data Entry Tools and Techniques**
- Alison Online Course, Johannesburg

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- Feb 2024- Dec 2024