

Basetsana Moleleki

Customer Service & Technical Support Professional

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PROFILE

Industrious, goal-driven customer service and technical support professional with 5+ years resolving complex billing and connectivity issues for international clients across the UK, US and South Africa. Skilled at explaining technical information clearly to non-technical customers and de-escalating difficult conversations.

EXPERIENCE

Customer Service Agent — YouFibre UK

March 2025 – March 2026

- Provided technical and billing support for UK fiber customers via phone, email and live chat.
- Identified root causes of service interruptions and guided customers to resolution.
- Processed upgrades, downgrades and relocations end to end.

Customer Service Advisor — Merchants SA (Comcast/Xfinity)

March 2023 – November 2024

- First-line technical support for routers and cable TV services.
- Explained billing cycles and corrected billing discrepancies.
- Upsold relevant products while multitasking across multiple systems.

Customer Service Advisor — Webhelp (Amazon)

August 2022 – February 2023

- Handled pre- and post-order queries for e-commerce customers.
- Technical support for video apps and digital devices.
- Managed returns, replacements, refunds and complaint escalations.

Teacher's Assistant — Zodwa Special School

January 2021 – August 2022

- Supervised classroom and playground activities; maintained a safe learning environment.
- Assisted with administrative duties.

Debt Collection Agent — Hahn Collections

May 2020 – December 2020

- Negotiated payment arrangements with debtors and handled inbound queries.
- Maintained accurate records in the Excalibur system.

SKILLS

Technical: Troubleshooting (fiber/router/connectivity), billing systems navigation, Microsoft Word, Outlook, Excel (formulas, dashboards), data analysis basics, multi-system multitasking.

Soft: Objection handling & negotiation, client retention, professional written and verbal communication, multilingual communication, team collaboration, conflict de-escalation.

EDUCATION & CERTIFICATIONS

Grade 12 Certificate — Lotus Garden Secondary School

Subjects: English, Afrikaans, Mathematics, Life Orientation, Life Science, Physical Science, Economics.

Technical & Digital Skills — Certified at Amazon.com | Communication (online course), July 2020 | Top 5 Customer Service Advisor, Merchants 2023.

References available on request.