

CHUMAKAZI MDANDALAZA

Customer Service Professional

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EXPERIENCE

Brand Ambassador

SVR Laboratoire Dermatologique (Skincare Brand)

2025

- Represented the brand at promotional events and online campaigns
- Created and shared engaging content on social media
- Educated customers about skincare products and their benefits
- Supported brand awareness and customer engagement

Hair Stylist & Brand Marketing Assistant

Beautifully Wink (Hair Salon)

06/2024 - 07/2026

- Provided professional hair styling and treatments to clients
- Assisted with salon services and product recommendations
- Managed and created content for the salon's social media pages
- Supported brand marketing initiatives, promotions and collaborations
- Welcomed and assisted clients with bookings, cancellations and enquiries
- Maintained a clean and organised salon environment
- Ensured excellent customer service and client satisfaction

Customer Service Representative

Clothing Online Store (Local Brand)

03/2023 - 03/2024

- Answered customers' questions and solved problems
- Processed sales orders and followed up with customers after sales to ensure satisfaction
- Maintained strong relationships with customers to foster loyalty and repeat business

EDUCATION

Digital Marketing Diploma

Rosebank International University College

2025 - 2027

AVAILABILITY

Part-time student available to work around my study schedule.

PART-TIME AVAILABILITY

- Option 1: Night shifts 5 days/week • Monday–Friday
- Option 2: Afternoon/evening shifts 5 days/week • Monday–Friday

FULL-TIME AVAILABILITY

October 2026 – January 2027
Available to work full-time during this period.

SUMMARY

Motivated and customer-focused Digital Marketing student seeking a part-time opportunity where I can apply my customer service, communication and digital skills. I am reliable, adaptable and eager to contribute to a

SKILLS

Skills

Social Media Management

Content Creation Digital Marketing

Social Media Marketing

Canva & CapCut Brand Promotion

Content Planning

Customer Engagement

Communication Skills

Market Research Basic Analytics

Copywriting Creativity

Time Management

Teamwork & Collaboration

Problem Solving Adaptability

Attention to Detail

Tech & Tools

Canva CapCut Instagram

Shopify MS Word Outlook

Facebook