

Pamela Tshili

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Objective

Dedicated and detail-oriented graduate with a BA in Environmental Management and experience as an Invoicing Clerk/Dispatcher at Road Angels Towing. Seeking a dynamic role leveraging analytical, communication, and organizational skills to drive efficient operations. With Contact Centre Operations training and hands-on experience in office and customer service environments, I'm eager to contribute to a results-driven team valuing accuracy, teamwork, and growth.

Experience

Road Angels Towing | Invoicing Clerk/Dispatcher January 2020 – December 2025

- Prepared and issued invoices for towing and roadside assistance services.
- Dispatched tow trucks and drivers, prioritizing jobs and optimizing route.
- Generated reports on billing activities and payment statuses
- Maintained up-to-date customer account information and billing preferences.
- Communicated effectively with drivers, clients, and stakeholders to provide updates and resolve issues.
- Monitored and managed dispatch systems to track units and manage workforce.

Villa Bianca Restaurant | Waitress January 2016 – January 2020

- Delivered exceptional customer service, boosting referrals and walk-in business through personalized interactions and product recommendations
- Collaborated with kitchen staff to manage expectations, updating customers on availability and wait times, and suggesting alternative options
- Provided expert guidance on food and wine pairings, enhancing the dining experience and driving sales

Education

University of South Africa | BA Environmental Management 2022

Major: Geography

Cornerstone Supreme College | International Certificate in Contact Center Operations 2019

Brain Trust College | Matric 2018

Skills & abilities

- Computer literate (Word, Excel and Outlook)
- Good communication skills (written and verbal)
- Time management
- Customer service

- Highly organized and efficient
- Attention to detail
- Fast learner and copy well once established
- Remarkable ability to work independently and as a team

References

Mduduzi Chili

Road Angels Towing

072 182 1355

Roadangels83@gmail.com

Richard Smith

Villa Bianca Restaurant

071 149 8780