

GOBUAMANG BEGENSEL

CUSTOMER SERVICE • VIRTUAL
ASSISTANT • CLIENT EXPERIENCE

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PROFILE

Customer-focused and adaptable professional with hands-on experience in customer service, retail operations, Orange Money agency services, POS operation, hospitality and administrative support. Comfortable working with people, handling multiple responsibilities, resolving customer needs and learning new systems quickly.

CORE SKILLS

- Customer Service & Client Relations
- Virtual Assistance & Online Support
- Orange Money Agency Operations
- POS Operation & Cash Handling
- Administrative Support & Data Entry
- Email & Digital Communication
- Google Workspace & Microsoft Office
- Customer Enquiries & Problem Solving
- Sales & Product Promotion
- Bartending & Hospitality Service
- Multitasking & Time Management
- Teamwork & Adaptability

PERSONAL STRENGTHS

- Professional and approachable with strong interpersonal communication.
- Comfortable working independently or as part of a team.
- Quick to learn new digital platforms, systems and procedures.
- Reliable, adaptable and able to work effectively under pressure.
- Willing to work flexible schedules, including weekends and shifts.

PROFESSIONAL EXPERIENCE

Progress Holdings

Customer Service Consultant • Orange Money Agent • POS Operator • Bartender | October 2025 – July 2026

- Provided professional customer service and assisted customers with enquiries and service needs.
- Supported Orange Money agency operations and assisted customers with transactions and related services.
- Operated point-of-sale (POS) systems and supported day-to-day sales operations.
- Managed multiple responsibilities across customer service, agency services, POS operation and bartending.
- Delivered friendly hospitality and maintained a positive customer experience in a busy environment.
- Volunteered additional time to support smooth daily operations and worked collaboratively with colleagues.

Learning Is Fun Tutoring Academy

Cook & Assistant Administrator | May 2024 – December 2024

- Supported day-to-day administrative activities and attendance tracking.
- Communicated with parents and assisted with customer-facing enquiries.
- Worked in a busy environment while managing multiple responsibilities.
- Supported meal preparation and maintained appropriate food hygiene practices.

Torephic Investments (Pty) Ltd

Customer Service Representative | November 2021 – June 2022

- Responded to customer enquiries and provided clear product information.
- Supported product promotion, sales and upselling activities.
- Processed invoices and maintained cash records accurately.
- Developed practical experience in customer service, sales and business operations.

EDUCATION

Mmadinare Senior Secondary School

Botswana General Certificate of Secondary Education (BGCSE) — 36 Points | 2020 – 2021

Sedimo Hill Junior Secondary School

Junior Secondary Education | Prior to senior secondary

Mogapi Primary School

Primary Education | Prior to junior secondary

TRAINING & CERTIFICATIONS

- Coursera / Google Africa Skills Initiative — Digital Marketing & Remote Work Skills | February 2024 – June 2024
- Oxford Home Study University — Certificate in Customer Service | October 2022

REFERENCES

Mrs. Refilwe — Managing Director, Torephic Investments (Pty) Ltd | +267 754 69418

Ms. Neo Baruti — Manager, Progress Holdings (Pty) Ltd | +267 771 73695