

RooCruit

CLAUDIA

Customer Service Manager & Technical Operations Specialist

Gauteng, South Africa

PROFESSIONAL SUMMARY

Commercially-minded and client-focused professional with extensive experience directing sales management, business development, and customer support operations within the travel, tourism, and technology sectors. A strong engaging leader with a proven track record of managing high-performance teams, optimizing revenue growth, and defining business missions to deliver impeccable service. Expert in technical troubleshooting, CRM management, and global distribution systems with a focus on resolving complex customer inquiries and driving operational efficiency.

KEY SKILLS

- **Leadership:** Team Management, Performance Optimization, Staff Training
- **Customer Success:** Retention, Helpdesk Support, Relationship Management
- **Technical:** Zendesk, MS Dynamics CRM, Salesforce, UAT, App Support
- **Travel Tech:** Amadeus, Sabre, Galileo, GDS, Ticketing/Reservations
- **Operations:** Process Automation, Quantitative Analysis, Project Management
- **Content/Admin:** SEO, Google Workspace, Social Media Content
- **Technical Support:** Device Troubleshooting, Account Support, Dispute Resolution
- **Compliance:** PCI Audits, Regulatory Documentation, QA Monitoring

PROFESSIONAL EXPERIENCE

D2AS Games Specialist / L3 Technical Associate

Sept 2021 – Present

Major Global E-commerce & Technology Corporation

- Provide advanced technical support via chat, email, and phone for digital services and gaming platforms.

- Assist customers with device troubleshooting for hardware (tablets, streaming devices) and digital subscriptions.
- Manage high-level escalations and ticket creation for complex technical issues.
- Monitor gaming communities and handle ban appeals to ensure compliance with codes of conduct.
- **Key Achievement:** Received "Best Overall Performance" and top-performing accolades.

Virtual Personal Assistant

May 2021 – Oct 2021

Prestige Digital Communications & Creative Agency

- Managed executive calendars, scheduling, and personal/business administration.
- Handled logistical operations including international flight and accommodation bookings.
- Managed social media content, debtors collection, and online banking functions.
- Coordinated project tasks, client liaison, and procurement for senior leadership.

Customer Service Manager: Contact Centre

May 2010 – Apr 2019

Major International Airline Partnership

- Directed a team of 16 customer service agents, ensuring all service level targets and revenue goals were met.
- Performed real-time monitoring of calls and service levels, utilizing quantitative analysis to drive performance.
- Liaised with Revenue Management regarding inventory and seat availability.
- Led Project Management for system integrations using CPM methodology.
- Developed training manuals, E-learning modules, and job aids for contact center staff.
- Conducted PCI audits and ensured strict adherence to security and compliance protocols.
- Managed car hire sales and partner relationships with global tour operators.
- **Award:** Received Catalyst Award (2013) for exceptional contribution to company success.

Internal Sales & Customer Liaison

2004 – 2008

Leading Liquor Distribution & FMCG Firm

- Supported Account Managers with order capturing and customer service using SAP.
- Managed telephonic sales and relationship management for existing client base.

Training Administrator

2007 – 2008

National Flag Carrier Airline

- Coordinated and maintained training documentation for Crew and Technical Staff.
- Ensured compliance with Civil Aviation Authority regulations regarding licenses and medicals.
- Updated Pegasus training development system and managed simulator training packages.

Rental Sales Agent / Frontline

2006 – 2007

International Vehicle Rental Brand

- Facilitated vehicle check-in/out and contract management.
- Managed petty cash claims and daily fleet reservations.

EDUCATION & TRAINING

Tourism Management

CTA Correspondence Training Academy (2013-2014)

Travel and Tourism Diploma

Allenby Campus (2000-2001)

Focus: International & Domestic Ticketing

Microsoft Office & Windows Certification

St. Anthony's Training Centre (2001)

PROFESSIONAL CERTIFICATIONS

- Airline Operations Leadership
- Change Management
- CBI Competency Based Interviewing
- Train the Trainer
- Industrial Relations & Conflict Management
- Generational Management
- Customer Care Excellence
- Soft Skills: Problem Solving & Decision Making

LANGUAGES

English: Native/Bilingual | **Afrikaans:** Native/Bilingual