

RooCruit

Pretoria, South Africa

NKOSAZANA

Customer Success & Project Specialist

PROFESSIONAL SUMMARY

A highly skilled professional with a proven track record in customer-facing roles, focusing on customer success management and project specialization. Experience includes managing large-scale software user bases and guiding international partners through complex certification programs. Expert at honing interpersonal communication skills across diverse cultural backgrounds, with a strong commitment to team collaboration and achieving success under high-pressure environments.

KEY SKILLS

- Microsoft & Google Suite
- Customer Success Management
- Onboarding & Training
- Bilingual Communication
- Hubspot & Zendesk
- Project Management (PRINCE2)
- Conflict Resolution
- Sales & Target Achievement

PROFESSIONAL EXPERIENCE

Project Specialist**June 2025 - January 2026***International Professional Services & Technology Consultant*

Guided partners through complex technology programs to secure software rebates and ensure successful adoption for end-users.

- Assessed partner positions regarding certifications and identified gap compliance strategies.
- Acted as an external Customer Success Manager to ensure partners met rigorous certification requirements.
- Strategic identification of rebate opportunities and development of action plans to secure financial incentives.
- Provided advisory services tailored to specific partner needs, functioning as both an internal and external resource.

Customer Success Manager**January 2024 - June 2025***Operations & Job Management SaaS Company*

Responsible for managing approximately 2,000 users across various firms, ensuring software integration and high retention rates.

- Managed the end-to-end onboarding process for new accounts, including system configuration to match unique business workflows.
- Coordinated and hosted onboarding meetings and technical training sessions for new customers.
- Resolved complex customer queries via phone and dedicated support channels.
- Oversaw account management for high-volume clients with up to 120 users per company.

Customer Relations Associate**February 2022 - July 2023***Tech Marketplace & Online Platform*

- Managed multi-channel communication including phone and WhatsApp support lines.
- Supervised bespoke job request accounts and handled detailed data verification for customer accounts.
- Facilitated individual registrations and onboarding for service providers on the platform.

- Drove sales initiatives to ensure corporate revenue targets were consistently met.

Professional Online Educator

September 2021 - January 2024

Global EdTech Language Platform

- Provided professional English instruction to a diverse global student base.
- Developed and customized learning materials tailored to individual student goals.
- Generated comprehensive progress reports and feedback to drive student improvement.

EDUCATION

Bachelor's Degree in English and Psychology

2017 – 2021

Rhodes University

NSC Bachelor's Degree

2012 – 2016

Kingswood College

CERTIFICATIONS & SHORT COURSES

- **PRINCE2 7 Foundational Project Management** (October 2025)
- **Administrative Support Certification** (May 2023)
- **Travel and Tourism Management** (June 2023)

LANGUAGES

English (Fluent), Xhosa (Fluent), Afrikaans (Fluent)

VOLUNTEER WORK

- Budding Q Literacy Program (2020)
- Interact Club - Awarded Interactor of the Year (2016)