

Personal details

-  Ashton Da Silva
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-  27697203332
-  Male
-  South African

Skills

- Problem-Solving
- Troubleshooting
- Communication Skills
- Inbound Call Handling
- Customer Experience
- Technical Support
- Parts Ordering
- Inventory Control
- Spare Parts
- Responsible Driving
- Vehicle inspections
- Preventive maintenance
- Repair tree understanding
- Cost estimation
- Estimation expertise
- Automotive repair
- Database management

Profile

Friendly and efficient customer service team member devoted to maximising customer satisfaction with exceptional service and support. Knowledgeable about industry standards with strong skill in retaining product and service information to provide effective issue resolution. Skilled in promoting sales to increase revenue while addressing diverse issues. Experienced driver careful with deliveries and good at planning optimum routes. Reliable in meeting schedules with minimum delays, no accidents and well-maintained vehicle. Attentive to details of individual delivery requirements and changing traffic conditions. Resourcefulness Reliable worker trained in motor vehicle systems and parts. Pays attention to details of work orders, customer preferences and technical documentation to accurately fix problems. Always ready to help team members and exceed customer expectations.

Education

Grade 12 **Jan 2020 - Jan 2020**
Eldorado Park Secondary School
Subjects: English, Afrikaans, Life Orientation, Mathematics Literacy, Economics, Accounting, Business Studies

Employment

Licensed Driver Apprentice Panel Beater **Jan 2024 - Present**
JB Panel beaters, Johannesburg South Africa

- Assisted in setting up workshop equipment, adhering to strict health and safety guidelines.
- Assisted in dismantling vehicles to assess potential damage and necessary repairs.
- Adapted quickly to new techniques and technologies introduced in the workshop.
- Demonstrated flexibility by taking on additional tasks during peak periods.
- Kept detailed records of repairs, hours worked, and materials used for billing purposes.
- Contributed to team meetings by offering insights and suggestions for improving efficiency.
- Liaised with customers to explain repair processes and provide updates on progress.
- Maintained a clean and safe working environment, adhering to health and safety regulations.
- Conducted thorough assessments of vehicle structures to identify repair needs effectively.
- Reassembled vehicles after repairs, paying close attention to detail and alignment.
- Conducted quality checks on completed work to guarantee customer satisfaction.
- Sourced cost-efficient new and used parts from reputable suppliers.
- Ran vehicle diagnostics to pinpoint repair requirements.

Electoral officer **May 2024 - May 2024**
Electoral Commission of South Africa, Johannesburg, South Africa

Languages

English

Afrikaans

- Resolved disputes at polling stations, applying conflict resolution skills to maintain order and fairness.
- Facilitated efficient vote counting processes, adhering strictly to regulatory guidelines for transparency.
- Monitored ballot distribution, guaranteeing secure handling and accurate allocation to voters.
- Addressed voter queries, offering clear guidance on voting procedures and eligibility criteria.

Customer Service Representative

Present

Startek

- Answer inbound calls timeously, Respond to customer queries, Ensure quality standards are met, Ensure customers details are captured accurately, Effectively resolve enquiries, Escalate faults that cannot be concluded on first call resolution, Purchase data and airtime on customers behalf, Advise on network troubleshooting, Guide advise on WIFI routers

Parts Delivery Driver

Present

Autospares Eldorado Park

- Stocked storage room shelves and pulled parts for delivery, Maintained daily sales and delivery records, Resolved service complaints in a timely and courteous manner, Obtained customer signatures on all pickup and delivery receipts, Performed routine maintenance and cleaning on truck interior, Developed and followed efficient driving routes