



THEMBUMENZI TSHABALALA

Account Manager
Client Relationship & Product Support Specialist

tshabalalthembumenzi@gmail.com
Gdańsk, Poland
+48 577 206 541

SKILLS

Core Competencies

- Client & Account Management
- Payment Support & Fintech Operations
- Technical Issue Resolution & Consulting
- Risk Team Collaboration
- Data Analysis & Reporting
- Business Writing & Communication
- CRM & Ticketing Systems (Salesforce, Zendesk, NetSuite)
- Time Management & Attention to Detail
- High-Pressure Client Support & Negotiation
- Problem Solving & Adaptability
- Cross-Team & Cross-Departmental Collaboration
- Training Delivery & Documentation

LANGUAGES

English

Native language

SUMMARY

Goal-driven Account Manager with a track record of building long-term client relationships, resolving technical and service issues, and guiding customers toward greater product value. Comfortable owning the full support cycle end-to-end — from onboarding-style troubleshooting to proactive account guidance — under fast-paced, high-pressure conditions, including in the fintech payments space, where I worked closely with a risk team on payment-related cases. Hands-on experience across CRM and business systems (Salesforce, Zendesk, NetSuite), with an analytical approach to surfacing trends, feeding client feedback into process improvements, and creating documentation that supports the wider team. Native English speaker with strong self-organization, negotiation instincts developed through sales, and a collaborative, independent working style suited to remote roles.

EDUCATION

Bachelor of Science in Nursing

Powiślańska University — Gdańsk, Poland
2026

Business Administration and Support

Petra College
2021

Cambridge A-Level: Business Studies, Economics, Geography

British Council — passed with distinction, average 12 points

Cambridge O-Level

Petra College — English, Mathematics, Business Studies, Combined Science, among others

WORK EXPERIENCE

Marketing and Customer Service Specialist

04/2024 – 05/2026

Foundever, Gdańsk (Remote)

- Supported SquareUp, a fintech payments company, handling payment-related client and service issues in a fast-paced financial environment and working closely with the risk team to resolve complex cases accurately and on time.
- Acted as the dedicated account contact for the OURA partnership, building a long-term working relationship with the client, analyzing account activity, and surfacing data-informed insights that shaped service decisions.
- Owned customer accounts end-to-end via CRM systems, maintaining accurate records and delivering consistent, personalised support that strengthened long-term client trust.
- Resolved a high volume of technical and service issues under pressure via phone and email, working in a fast-paced environment while consistently exceeding monthly performance targets.
- Collaborated with cross-functional teams, including sales and design, to ensure efficient issue resolution; negotiated and sold multiple products to prospective clients, consistently exceeding monthly goals.
- Built a customer feedback system that fed into new training materials and product documentation, and delivered onboarding guidance to new team members on best practices.

Social Media Sales Team Manager

10/2019 – 10/2021

Brocs Interior Design

- Designed and implemented a strategic sales plan that expanded the customer base and strengthened market presence.
- Managed recruiting, objective setting, coaching, and performance monitoring of sales representatives.
- Collaborated with the marketing department on targeted campaigns, contributing to a 40% increase in lead generation and a 20% increase in conversion rates.
- Conducted product presentations and demonstrations for potential clients, resulting in a 30% increase in closing rates, and led prospecting activities that grew the sales pipeline by 20%.

Customer Service Representative

03/2019 – 08/2021

Econet Wireless

- Managed daily client relationships, providing product guidance, addressing technical inquiries, and handling orders and returns.
- Maintained a 95% customer satisfaction rating by resolving conflicts calmly and finding prompt, effective solutions under pressure.
- Worked closely with the product development team, collecting and relaying client feedback to directly support product improvements.
- Used CRM software to maintain detailed, accurate records of customer interactions and account history.