

MASEGO DILOTSOTLHE

CLIENT SERVICE EXPERT WITH ENTERTAINMENT, FINANCE AND CRYPTO BACKGROUND.

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BIT.LY/VOYAGELAMASEGO

LINKEDIN.COM/IN/MASEGO/

PROFILE

Seven-time award-winning customer support professional with extensive experience working directly with clients. Kindness, empathy, and patience are my superpowers. Fulfilled by helping and imparting knowledge to others. Diplomatic, patient and goes the extra mile to exceed customers' expectations. TV and Film translator for major studio projects. Crypto news moderator for online crypto publication.

EDUCATION

MANAGING ONLINE COMMUNITIES

LINKEDIN LEARNING

Remote | 2022

LEARNING TO WRITE MARKETING COPY

LINKEDIN LEARNING

Remote | 2021

FULL STACK DEVELOPER CERTIFICATE

FREECODECAMP

Remote | 2019

TECHNICAL SKILLS

ADOBE PREMIERE PRO
CONTENT CREATION
SONGWRITING
COPYWRITING
VIDEO EDITING

LANGUAGES

ENGLISH

TSWANA

ZULU

PROFESSIONAL EXPERIENCE

TV AND FILM TRANSLATOR

DELUXE ENTERTAINMENT, REMOTE

APRIL 2019 - PRESENT

- Translating, interpreting, writing, and transcribing music and dialogue in television and film work.
- The results are the subtitles and/or captions that viewers see while watching a television show or film.
- Translated and subtitled 10 Film and Television Series projects for major studios.
- Projects include Disney's The Lion King, Beyonce's Black Is King, The Lord Of The Rings: Ring Of Power and Netflix' Dear White People.

CRYPTO NEWS MODERATOR,

COINFI, REMOTE

JULY 2018 - JULY 2018

- Analyzed crypto related news articles.
- Categorized them according to the news subject and cryptocurrency type.
- Removed any irrelevant and duplicate articles from the database.

ASSISTANT

THE SONGWRITING SCHOOL OF LOS ANGELES

, LOS ANGELES, CA

JULY 2016 - APRIL 2017

- Oversaw the running of weekday and weekend class sessions which allowed the founder to spend time with his family.
- Created a pleasant experience for prospective and current students.
- Increased school revenue by inviting 2 new students to attend classes that were valuable to me. They collectively signed up for 4 classes.
- Brought value to online and potential students by filming, live streaming, and recording classes and school events.
- Coordinated school events such as open mics, semester kickoffs, conferences, concerts, and celebrity interviews.
- Performed administrative tasks such as data entry, preparing class materials, and providing customer support via email, phone, and in person.

CUSTOMER SUPPORT REPRESENTATIVE

STANDARD BANK SOUTH AFRICA, DURBAN, SOUTH AFRICA

DECEMBER 2007 - APRIL 2015

- Handled 30 - 50 customer requests per day via phone.
- Delivered exceptional quality interactions with customers and treated them with the utmost respect.
- Embraced and adapted to change quickly.
- Trained new team members.
- Trained and worked as a Team Leader for 4 weeks.
- Upheld the highest level of integrity by always keeping my promises to customers and following processes and policies closely.

KIND WORDS:

"Masego is someone who possesses a stellar work ethic, someone who is innately honest and just wants to work and contribute."

CHRISTOPHER BOYCE-CONTENT LOCALIZATION

PROFESSIONAL - APRIL 2022.