

BRENDON MUNYARADZI KASAVADYO

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PROFESSIONAL PROFILE

Registered Social Worker and experienced Call Centre Representative with a strong background in administrative coordination and high-volume communication. Expert in managing digital records, conducting stakeholder liaison, and ensuring data accuracy within fast-paced environments. Dedicated to providing exceptional service, supporting office operations, and maintaining strict confidentiality in healthcare/dental coordination settings.

TECHNICAL & ADMINISTRATIVE SKILLS

- Administrative Tasks: Insurance Verification, Account Auditing, Scheduling & Coordination, Data Entry
- Client Relations: Inbound/Outbound Call Management, Conflict Resolution, Professional Phone Manner
- Compliance: Data Privacy, Regulatory Compliance, Ethical Record Keeping
- System Operations: Practice Management Systems, Microsoft Office Suite (Excel, Word, Outlook)

PROFESSIONAL EXPERIENCE

Call Centre Representative

You Pro Contact | November 2025 – Present

- Manage high-volume inbound and outbound communications, resolving client queries accurately and professionally.
- Perform data verification and manage administrative records within digital practice management systems.
- Maintain detailed and accurate logs of client interactions, supporting data quality and operational reporting.
- Apply strong verbal communication skills to facilitate scheduling, confirmations, and follow-ups.

Community Service Officer (Intern)

City of Harare | August 2023 – July 2024

- Supported daily administrative operations and coordinated community service programs.
- Managed sensitive client files, ensuring high levels of accuracy in documentation and confidentiality.
- Communicated effectively with diverse stakeholders and service providers to ensure seamless service delivery.
- Conducted account/file audits and gathered field data to support departmental planning.

Volunteer Coordinator

CAF African Cup of Nations Schools Championship | April 2026

Coordinated volunteer logistics and on-the-ground support, liaising with multiple stakeholders to ensure smooth delivery of event activities.

EDUCATION & CERTIFICATIONS

- Bachelor of Social Work (BSW), Upper Second Class (2.1) — Women's University in Africa
- Registered Social Worker (RSW)
- UN Agora PSEA (Protection from Sexual Exploitation and Abuse) Certification
- Introduction to Core Humanitarian Standard (Kaya Connect)
- Certificate in Computer Operations Packages

REFEREES

Available upon request.