

# CURRICULUM VITAE FOR LOVEMORE MANGWENDE

Newton Abbot, Devon

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## **PROFESSIONAL SUMMARY**

I am an exceptional Customer Services Manager who ensures client satisfaction by implementing effective strategies, processes, and policies. With over 12 years' experience in the fashion and retail space, team leadership, process improvement, customer relationship management and performance monitoring are my forte. I have developed and implemented customer service strategies that aligned with organizational goals, focusing on enhancing customer satisfaction, retention, and loyalty.

## **WORK HISTORY**

**1. February 2023 - current**  
**Unicare Devon (NHS) | Devon**

**Senior Community Carer**

### **Key responsibilities:**

- Personal and oral care hygiene
- Bedside monitoring, including two hourly turns to reduce onset of pressure sores
- Maintain up-to-date documentation of care and patient activities for client records
- Monitor vital signs and reported to senior carers of any abnormalities
- Assist with wound care and health assessments
- Catheter care
- Provide holistic care through support across leisure pursuits and creative activities
- Meet patient families for care plans on Dementia cases
- Administration of medication
- Safeguarding of the vulnerable

**2. September 2007 – February 2023**  
**Total Sports | South Africa**

**Branch Manager**

### **Key responsibilities:**

- Financial management
- Customer relationship management
- Operational oversight
- Staff management and development
- Sales & business development
- Risk management and compliance
- Performance monitoring & reporting
- Strategic planning and execution
- Merchandising

**3. January 2002 – August 2007**  
**Amaranth | South Africa**

**Project Coordinator**

**Key responsibilities:**

- Office management
- Project planning and scheduling
- Resource allocation
- Team coordination and communication
- Risk management
- Quality assurance
- Budget monitoring and control
- Documentation and reporting
- Stakeholder management

**SKILLS**

- Leadership
- Attention to detail
- Excellent verbal and written communication
- Conflict resolution
- Empathetic & patient
- Time management
- Adaptable & flexible
- Problem solving abilities

**COMPUTER PACKAGES**

- MS Office Suite (Intermediate user – Word, Excel, Powerpoint, Outlook)
- MS Teams, Zoom, Skype, Goto Meeting, Monday.com
- Quickly sign & Docu sign
- Asana, Canva, Wix.com, Square space
- BST (time sheets), Active Retail (retail software), OneX (retail software)

**QUALIFICATIONS**

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|--------------------------|-------------------------------------|
| <b>1. Qualification:</b> | <b>Cambridge GCE Ordinary Level</b> |
| Institution:             | Harare High School, Zimbabwe        |
| Year of graduation:      | 1994                                |
| <b>2. Qualification:</b> | <b>Diploma in Caregiving</b>        |
| Institution:             | Online studying                     |
| Year of graduation:      | 2022                                |
| <b>3. Qualification:</b> | <b>Computer Architecture (A+)</b>   |
| Institution:             | Rosebank College                    |
| Year of graduation:      | 2004                                |

**REFERENCES**

Available on request