



# Alicia Finger

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

I am a result-orientated, customer centric call centre representative with 7+years of experience resolving complex customer enquiries.Passionate about building strong customer relationship and upholding the corporate values.Acknowledged for high volume excellent qualitywork, in a deadline intensive enviornment spanning cutomer sevices and collections.High work ethic with strengths in both administration and customer services.However may strenghts and capabilities are nit limited her as I have obtained a Level 5 BTEC Higher national Diploma in Business,therefore I have much more to offer and willingness to learn.

### Preferred occupation

**Data capturers**

Administrative jobs

**Call Centre agent**

Administrative jobs

**Administrators**

Administrative jobs

**Customer care agent**

Administrative jobs

**Front Desk Agent**

Administrative jobs

**Filing clerk**

Administrative jobs

**HR intern**

Management, human resources jobs

### Preferred work location

**Cape Town**

Western Cape

**Helderberg**

Western Cape

**Northern Suburbs**

Western Cape

## Contacts and general information about me

Day of birth 1986-12-30 (37 years old)

Gender Female

Residential location Northern Suburbs

Western Cape

Telephone number

*Information is available only for registered users.*  
[Sign in](#)

Email address

*Information is available only for registered users.*  
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## Work experience

Working period

**nuo 2015.05 iki 2020.11**

Company name

Old Mutual

You were working at:

Call Centre agent

Occupation

Collection and Customer Service agent

What you did at this job position?

Handle client queries over the phone or via email in compliance with the standards imposed by the call centre. Evaluate customer problems to determine solutions most suitable in meeting stated problem. Escalate complex queries to team leader. Maintain detailed records of all interactions with customers on a call centre basis. pWo

Working period

**nuo 2012.05 iki 2015.04**

Company name

Nimble Group

You were working at:

Call Centre agent

Occupation

Debt collector

What you did at this job position?

To negotiate with arrears account customers to maximise debt recovery and profitability. Ensure that allocated collections targets are achieved. Ensure that allocated productivity targets are achieved. Use effective communication and negotiation to achieve successful commitments to pay. Update clients record. Perform administrative functions, photostats, scanning, filing, process emails

Working period

**nuo 2010.01 iki 2011.12**

Company name

Solid Ground Media

You were working at:

Administrators

Occupation

Administrator

What you did at this job position?

Admin Clerk

## Education

Educational period

**nuo 2010.02 iki 2013.12**

Degree

Diploma

Educational institution

Cti London School of Business

Educational qualification

Level 5 BTEC Higher National Diploma



Salary you wish 12000 R per month

How much do you earn now 15000 R per month