



Tina Gogela

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I like to pursue opportunities where I feel that what I'm doing has a positive impact on people's lives. I do get that in my current job but not quite to the extent that I'd like. It's possible that it's a little too administrative to be as rewarding as I'd prefer. It was the person-facing element of this role that really appealed to me, applying administrative functions that can help people but also getting the opportunity to interact with them and really get an idea of what's important to them and how we can help them.

Preferred occupation	Government jobs Government jobs
Preferred work location	Cape Town Western Cape

Contacts and general information about me

Day of birth	1998-02-19 (26 years old)
Gender	Male
Residential location	Cape Town Western Cape
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period	nuo 2018.01 iki 2018.11
Company name	Another Richards and Assocaites
You were working at:	Debt collector
Occupation	Woolworths debt collection agent
What you did at this job position?	Keeping track to assigned accounts to identify outstanding debts. Planning course of action to recover outstanding payments. Locating and contacting debtors to enquire of their payment status. Alert superiors of debtors unwilling or unable to pay when necessary.

Working period **nuo 2019.01 iki 2019.09**
Company name Sell direct Marketing.
You were working at: Sales agent
Occupation Telkom Sales Agent
What you did at this job position? Selling products and service using solid arguments to prospective customers. Performing cost-benefit analyses of existing and potential customers. Maintaining positive business relationships to ensure future sales. Supply management with reports on customer needs, problems, interests, competitive activities and potential for new products and services. Keep abreast of best practices and promotional trends. Continuously improve through feedback

Working period **nuo 2019.09 iki 2020.11**
Company name Capita SA
You were working at: Customer care agent
Occupation Senior Customer Service Advisor
What you did at this job position? Contribute individually and as a member of a team to ensure service levels. Meet agreed client and internal standards. Handle all customer financial details such as customer account information, credit card details and banking account information with relevant integrity and confidentiality. Deliver a quality service to all customers to ensure customer and client satisfaction. Achieve and deliver effective level of personal work, activities, and high level of performance to meet individually set objectives. Responding to customer complaints

Working period **nuo 2022.06 iki dabar**
Company name WNS Global Service
You were working at: Customer care agent
Occupation Customer Service Associates
What you did at this job position? Provides accurate, detailed and timely responses to inquiries from the general public, to include gas and electricity, with a variety of information, which includes responding to questions regarding new customer connects or disconnects, providing information on multiple services, billing, and related fees, and collecting fees, while developing and sustaining customer relationships by maintaining a friendly, professional and courteous demeanour to provide proactive customer service at all times. Processes and records a variety of basic accounting transactions based within billing rates and which includes establishing and closing customer accounts, entering transactions, processing transactions, balancing cash receipts, and preparing related records.

Working period	nuo 2022.10 iki dabar
Company name	WNS Global Service
You were working at:	Customer care agent
Occupation	SME
What you did at this job position?	Providing knowledge, resources and information to support agents. Address customers concerns accurately and timely. Assist advisors with material request and account updates. Coaching and training agents on improving Customer Interaction and offering advisors guidance. Show a comprehensive knowledge of products and services and their competitive advantages through continues self-improvement and following quality standards. Upload calls on flow to give agents feedback.

Education

Educational period	nuo 2016.01 iki 2016.11
Degree	Grade 12 / Matric
Educational institution	Peakview High School
Educational qualification	National Senior Certificate

Languages

Language	Speaking level	Understanding level	Writing level
isiXhosa	fluent	fluent	very good
English	very good	very good	very good
Afrikaans	basic	very good	good

Additional information

Your hobbies	Netball Swimming Reading Writing
Driver licenses	None
Salary you wish	9500-10000 R per month
How much do you earn now	8500 R per month