



# Keamogetswe Ereet Lehutso

Curriculum Vitae (CV)

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

I'm excited to be applying for the Operations Manager position. With a Diploma in Accounting and Financial

Computing and more than 7 years of experience in the business process outsourcing industry, I offer a

unique combination of knowledge, expertise and technical skills to help your company achieve its business

goals. With the enclosed resume, I would like to express my sincere interest in the Operation Manager

position you have available. As a highly skilled and successful leader with comprehensive experience

coordinating personnel, equipment, resources, and general logistics while ensuring stringent compliance to

regulations, I possess a wide range of knowledge and skills that will allow me to contribute toward the

success of your company.

My expertise lies in successfully managing operational processes, developing best practices, planning

inventory, monitoring equipment and personnel logistical activities, and leveraging internal systems to

facilitate improved efficiency and performance. Through my more than 6 years of experience, I have

become adept in ensuring adherence to organizational goals and requirements while facilitating streamlined logistical operations and motivating team members to peak performance levels.

My proven ability to optimize operations and team success—along with my solid skills in problem solving,

critical decision making, and communication—will contribute immensely to the success of your company.

Preferred occupation

Operations Manager  
Administrative jobs

Preferred work location	Johannesburg Gauteng
	Pretoria / Tshwane Gauteng
	West Rand Gauteng

### Contacts and general information about me

Day of birth	1994-12-23 (30 years old)
Gender	Male
Residential location	Johannesburg Gauteng
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

### Work experience

Working period	<b>nuo 2022.06 iki dabar</b>
Company name	Webhelp SA Outsourcing (Pty) Ltd
You were working at:	Managers
Occupation	Sales Operations Managers , Halfords
What you did at this job position?	Overseeing and managing Team Leaders to ensure adherence to quality standards, deadlines and policies and procedures. Meeting sales targets evert month. Ensuring that the segment delivers the core client metrics. Monitoring absenteeism and adhered once and implements correctional measures as required. Providing employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes as well as challenging constructively and looking for ways to do things better and continuously improve
Working period	<b>nuo 2021.03 iki 2022.07</b>
Company name	Webhelp SA Outsourcing (Pty) Ltd
You were working at:	Managers
Occupation	Sales Coach Operations Managers , Halfords
What you did at this job position?	Sales managers invest in sales coaching to maximize sales rep performance and empower reps to positively impact the greater sales organization. responsibilities include mentoring new salespeople, designing individual and team training courses and preparing educational material. To be successful in this role, you should have a good understanding of sales techniques and the ability to motivate employees of varying seniority

Working period **nuo 2020.07 iki 2021.01**  
Company name Webhelp SA Outsourcing (Pty) Ltd  
You were working at: Managers  
Occupation Sales Operations Managers , adidas  
What you did at this job position? Overseeing and managing Team Leaders to ensure adherence to quality standards, deadlines and policies and procedures. Ensuring that the segment delivers the core client metrics. Monitoring absenteeism and adhered once and implements correctional measures as required. Providing employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes as well as challenging constructively and looking for ways to do things better and continuously improve

Working period **nuo 2019.07 iki 2020.06**  
Company name Webhelp SA Outsourcing (Pty) Ltd  
You were working at: Managers  
Occupation Sales Team Leader, adidas  
What you did at this job position? CMS we use this to check the call que as well monitor the Server Lever, making sure that everyone is logged in and they are using the correct Aux coded as per their skill set. SAP (PEU & PGR) This are used for stock check as well checking customer orders that are over 3 years old or more. Adyen this is used to check the payment of the customer as well as the fraud. Services Hub this system is used to check the customer order status as well as refund the customer if need be. Salesforce this is our main system as we use this to check NPS, CSAT, AHT, Payment links and the number of case that we have left, this system is also used to monitoring all our social media channels.

Working period **nuo 2018.11 iki 2019.06**  
Company name Webhelp SA Outsourcing (Pty) Ltd  
You were working at: Managers  
Occupation Team Leader, The Very Group  
What you did at this job position? Looking after a team of 15 + people on a daily basis Being responsible for managing a team of call cent reagents, improving the performance of the team by helping them to meet the organization's goals and complete a range of administration and management tasks Web-view we use this to check the call que as well monitor the Server Lever, making sure that everyone is logged in and they are using the correct Aux coded as per their skill set.. PCI Recoding used forecall listening. VMware this system is the main system as we use it to have access to all our daily system that we use to get access to our customer accounts

Working period **nuo 2018.10 iki 2017.07**  
 Company name Webhelp SA Outsourcing (Pty) Ltd  
 You were working at: Managers  
 Occupation Team Coach , The Very Group  
 What you did at this job position? Working close with the Team Leaders helping the out with the new intake of employees. Giving them the help their need for understand the product as well as the business and being there to take all the question there have, based on the business and understand more about our UK based company and customers. Coaching them side-by-side on NPS and EPS and how to improve, setting up an S.M.A.R.T plan, targeted coaching and role playing. Coaching the team to work as one and making them understand what is exactly is expected from them. Giving them feedback on what their need to improve on e.g. "Call Track, Hold, NPS and C-SAT"

Working period **nuo 2017.06 iki 2016.03**  
 Company name Webhelp SA Outsourcing (Pty) Ltd  
 You were working at: Call Centre agent  
 Occupation Customer Service Representative  
 What you did at this job position? To advisor our UK based customer with their online accounts and statements help them understand what is going on their account To interact with out UK based customers to handle complaints, process orders, and provide information about our organization's products and services. To help them with their online accounts, apply discount codes etc. Making their life easy solving their problem and making it personal.

Working period **nuo 2015.09 iki 2014.08**  
 Company name Jet Cresta  
 You were working at: Cashiers  
 Occupation Cashier  
 What you did at this job position? To assist customers in the in-store check-out process. Main duties include ringing up sales, bagging items, requesting price checks, honoring coupons, collecting payment and giving appropriate change

**Education**

Educational period **nuo 2021.01 iki dabar**  
 Degree Degree  
 Educational institution University of South Africa (UNISA)  
 Educational qualification Bachelor of Accounting Sciences in Financial Accounting  
 I could work Accounting Sciences in Financial Accounting

Educational period **nuo 2021.01 iki 2022.12**  
 Degree Certificate  
 Educational institution UNIVERSITEIT STELLENBOSCH UNIVERSIT  
 Educational qualification WEBHELP LEADERSHIP ACCELERATIONPROGRAMME: TEAM  
 MANAGER  
 I could work BPO

Educational period **nuo 2014.01 iki 2016.12**  
 Degree Diploma  
 Educational institution The Independent Institute of Education Rosebank College  
 Educational qualification Diploma in Accounting and Financial Computing  
 I could work Accounting and Financial Computing

Educational period **nuo 2008.01 iki 2012.12**  
 Degree Grade 12 / Matric  
 Educational institution Hoërskool Vorentoe High School  
 Educational qualification Grade 12 (National Senior Certificate)

**Languages**

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
Afrikaans	fluent	fluent	very good
isiZulu	very good	good	do not know
Sepedi	very good	very good	do not know

**Computer knowledge**

MS Office  
 Spreadsheets  
 Email  
 Presentations/Slideshows  
 Writing Skills  
 Advanced Computer Skills

**Recommendations**

Contact person Dean Jackson  
 Occupation Senior Operations Managers  
 Company Webhelp SA Outsourcing (Pty) Ltd  
 Telephone number 061 434 1569  
 Email address dean.jackson@webhelp.com

Contact person	Tashreeq Adams
Occupation	Operations Managers
Company	Webhelp SA Outsourcing (Pty) Ltd
Telephone number	081 281 4327
Email address	tashreeq.adams@webhelp.com

#### **Additional information**

Your hobbies	Reading Painting Spinning Movie Watching Playing Music
Driver licenses	B Light Vehicle $\leq$ 3,500kg
Driver license from	2014-11-00 (10 years)
Salary you wish	35000 R per month
How much do you earn now	25000 R per month