



# Quan Goeda

Curriculum Vitae (CV)

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

Hi

To whom it may concern.

I am a detail-oriented professional with a solid background in data capturing and a passion for providing exceptional customer support. In my previous role, I efficiently managed data entry tasks, ensuring accuracy and completeness while meeting tight deadlines.

My adeptness at handling data intricacies alongside my commitment to exceptional customer experiences positions me to excel in roles where precision and client interaction intersect.

I am currently pursuing CompTIA's A+ certification and have plans to advance my skills by achieving N+ and Security+ certifications. This will enable me to explore diverse opportunities within a company.

I'm particularly interested in roles involving chat/email support, data capturing, and other IT-related fields.

Thank you for considering my qualifications. I'm excited about the potential to contribute my skills.

Looking forward to the possibility of discussing how I can add value to your company.

Warmest regards,

Quan

Preferred occupation                      Online data processor  
IT, computing jobs

Preferred work location                    Remote  
Western Cape

Cape Town  
Western Cape

## Contacts and general information about me

Day of birth                                    1997-11-29 (27 years old)

Gender    Male

Residential location                        Cape Town  
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 2015.01 iki 2015.11**  
Company name Ukhoseleko Security Systems, Cape Town  
You were working at: Computer technician  
Occupation On-site Help Desk  
What you did at this job position? Fixing/Repairing computers, Installation of software, Upgrading computers and Troubleshooting internal issues.

Working period **nuo 2016.05 iki 2016.09**  
Company name Woolworths  
You were working at: Store person  
Occupation Replenisher  
What you did at this job position? Restocking of products and Assisting customers in-store

Working period **nuo 2016.09 iki 2019.04**  
Company name Amazon Development Centre, Cape Town  
You were working at: Customer care agent  
Occupation Charge Inquiries, Account Security, Digital Support  
What you did at this job position? Dealing with and locating unauthorized/fraudulent charges. Preventing unauthorized access to accounts. Troubleshooting of all Amazon's devices with customers.

Working period **nuo 2018.08 iki 2018.09**  
Company name Takealot, Cape Town  
You were working at: Customer care agent  
Occupation Online shopping assistant  
What you did at this job position? Assistance with queries involving orders. Dealing with and resolving tickets.

Working period **nuo 2019.12 iki 2022.03**  
Company name DigiCert, Cape Town  
You were working at: Online data processor  
Occupation Authentication Analyst  
What you did at this job position? Validating information of major global organizations/clients. Confirming their authorization to request SSL certificates. Emails/Chats/Phones/Data Processing

Working period **nuo 2022.03 iki 2022.05**  
 Company name Officium Labs, Inc (rebranded to Arise Gaming), Cape Town  
 You were working at: Computer technician  
 Occupation Player Account Manager  
 What you did at this job position? Game Support, Providing Troubleshooting, and Educating on Game mechanics and processes. All done via a ticketing system. Reason for retrenchment: Rebranding / Project downsize

Working period **nuo 2022.08 iki 2023.07**  
 Company name Schedule Engine, Cape Town  
 You were working at: Customer care agent  
 Occupation Live Service Agent  
 What you did at this job position? Capturing data accurately. Assisting Customers with bookings. Handing over relevant data to clients

**Education**

Educational period **nuo 2010.01 iki 2015.12**  
 Degree Grade 12 / Matric  
 Educational institution De Kuilen High School, Cape Town  
 Educational qualification Matric Certificate

**Languages**

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

**Computer knowledge**

I am proficient in:

- Microsoft Office Suite
- Salesforce
- Zendesk
- Windows operating system

I've used many different types of software, and I've done quite a bit of troubleshooting for many of the issues I've encountered over the years on my desktop.

My average WPM is 80+ and my accuracy average is around 97%+.

**Recommendations**

Contact person	Saadiq Salie
Occupation	Team Manager
Company	Amazon Development Centre, Cape Town
Telephone number	0849048058
Email address	salies@amazon.com

Contact person	Karen
Occupation	Live Services Manager
Company	Schedule Engine
Telephone number	0670526417

#### **Additional information**

Your hobbies	Gaming Content Creation Music
Driver licenses	None
Salary you wish	17000+ R per month