



Luqmaan Phillips

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I'm currently looking for Quality Analyst/Coach Roles

I persevere because I have confidence in myself. I make the decision to find the good in everyone I come into contact with these days. Never is it too early to give up on my ambitions.

Preferred occupation Quality Coach
General jobs

Preferred work location Cape Town
Western Cape

Contacts and general information about me

Day of birth 1998-10-07 (26 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 2021.11 iki dabar**

Company name Capita

You were working at: Supervisors

Occupation Quality Coach

What you did at this job position?

- Monitor, evaluate and provide guidance on calls for exceptional customer services and effective resolution
- Handle all customer financial details such as billing information, credit card details and banking account information with relevant integrity and confidentiality
- Ensure calibration sessions are implemented and managed effectively
- Identify areas of strength and development areas for all advisors
- Deliver feedback, develop action plans and implement changes for continuous improvement
- Work together as a team to identify opportunities for people development and opportunities to develop our customer service offerings to our client and their customers
- Serve as a mentor for the team
- Track and provide feedback in report format on all coaching.
- Monitor accuracy of all forms and processes
- Track data quality for Quality Manager
- Escalate non-compliance when required.
- Other duties as assigned within scope of responsibility.

Working period **nuo 2020.11 iki 2021.11**

Company name Capita

You were working at: Call Centre agent

Occupation Call centre Agent

What you did at this job position?

- Billing and mobile technical support
- Take payments / query bills and provide troubleshooting steps to resolve mobile queries
- Handle all customer financial details such as billing information, credit card details and banking account information with relevant integrity and confidentiality

Education

Degree Grade 12 / Matric

Educational institution Rylands Secondary School

Educational qualification Matric

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	very good

Computer knowledge

Microsoft Office

Computer Literate

Recommendations

Contact person Pamela Gail Manning
Occupation Senior Operations Manager
Company Capita
Telephone number +27 83 446 5861

Contact person Shakeel Suleman
Occupation Compliance Officer
Company Capita
Telephone number +27 81 443 5820

Contact person Iyaz Safodien
Occupation Operations Manager
Company Capita
Telephone number : +27 82 395 9022

Additional information

Your hobbies Watching Rugby and Motorsport
Driver licenses B Light Vehicle ≤ 3,500kg
Driver license from 2017-04-00 (7 years)
Salary you wish 15000 R per month
How much do you earn now 10000 R per month