



# Malusi Katsi

Curriculum Vitae (CV)

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

My highest level of education is Bachelor of arts in humanities from the University of Cape town. I have done a call Centre Communication course and learn the following skills empathy, active listening, building rapport and telephone etiquette. I have also done a computer course from Damelin called the Fundamentals of Microsoft. I have learned the following software programs windows, word, excel, power point, email outlook, internet browser and web design. I also have an experience of working with CRM when I was a Student Advisor for Unicaf University.

I have 20 years plus experience in a call centre industry. Doing telemarketing, sales, customer service, collections, student advisor, done inbound and outbound calls, administration, documents verification documents and income documents validating.

I am a hard worker, self-motivated, pay attention to details, team worker and have positive attitude. I'm very curious and always eager to learn as I'm a quick learner whose always eager to take up new ideas.

I have a good track record of meeting and exceeding the sales target. I can upsell, cross sell and close the deal. I have the ability to take high volume of calls being inbound or outbound. I have much experience of converting leads to become customers.

Preferred occupation	Sales agent Sales jobs
Preferred work location	Cape Town Western Cape

## Contacts and general information about me

Day of birth	1972-10-13 (51 years old)
Gender	Male
Residential location	Cape Town Western Cape
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>

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**Additional information**

Salary you wish	15000 R per month
How much do you earn now	16000 R per month