



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 (52 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>

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Additional information

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