



# Jessica Oliphant

Curriculum Vitae (CV)

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

I am eager to continue my career as a Customer Care Agent and further develop my skills. With 12 months of hands-on experience in a call center environment, I am looking for an opportunity where I can leverage my current skills and gain new experiences to enhance my ability to deliver exceptional customer service.

### Positive Points:

- 1. Strong Communication Skills:** Over the past year, I've honed my ability to communicate clearly and effectively with customers, ensuring their concerns are addressed with precision and empathy.
- 2. Empathy and Patience:** My experience has taught me the importance of understanding and patience when dealing with customers, which has allowed me to build strong relationships and resolve issues effectively.
- 3. Problem-Solving Skills:** I enjoy tackling challenges head-on and have developed a knack for finding creative solutions to customer issues, improving satisfaction and loyalty.
- 4. Adaptability:** I am quick to adapt to new tools and processes, which has enabled me to keep up with evolving customer service practices and contribute to a dynamic team environment.
- 5. Collaborative Spirit:** I value teamwork and have found that working closely with colleagues enhances the overall customer experience and fosters a supportive work environment.
- 6. Attention to Detail:** I pay close attention to the specifics of each customer interaction, which helps me ensure accurate and thorough responses to inquiries and problems.
- 7. Desire for Growth:** I am enthusiastic about learning and expanding my expertise. I am committed to continuous improvement and excited about the opportunity to take on new challenges and responsibilities in this role.

Preferred occupation	Customer care agent Administrative jobs
Preferred work location	Cape Town Western Cape

### Contacts and general information about me

Day of birth	1996-08-22 (27 years old)
Gender	Female
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> <a href="#">Sign in</a>

### Additional information

Salary you wish	9000 R per month
How much do you earn now	6000 R per month