



# Mary Jane Black

Curriculum Vitae (CV)

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

a retentions specialist, corporate administrator, quality assurance assesor and finally reaching facilitation phase, which is a fulfilling culmination for me as it matches my passion, skills and human development trait, which is one of my great plus factors. The plan from here, is to be a coach as encouraging, building and direction mapping of any candidate is what truly fulfills me.

My biggest strength is human capital development and training, and for anyone to reach their full potential, good training capability, coupled with solid foundation is a necessity. Employees do what they have been trained to do and to avoid a lot of uncertainty, weak product training and to enhance confidence, training is what keeps everything together, and it should be constantly modified and reviewed to evolve with the times and be on par with technology.

For the candidates to be fully equipped, the trainers themselves must be abreast with what is happening in their industries and short courses are usually the way to enhance what they already know.

Preferred occupation                      Call Centre Quality Assurance and Coach  
Other jobs

Preferred work location                      Johannesburg  
Gauteng

**Contacts and general information about me**

Day of birth                                      1976-03-15 (48 years old)

Gender    Female

Residential location                              Johannesburg  
Gauteng

Telephone number                              Information is available only for registered users.

Email address                                      Information is available only for registered users.  
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**Additional information**

Hard work, diligence, going an extra mile and always delivering on what I am mandated on are some of the qualities that I have, they come and go with me. I always make sure that I am impeccable with my word and I am always willing to learn something new every day and learn from others, as I am part of the collective as well. Going beyond the call of duty has proved to be beneficial to me, as it makes one an all-rounder and exposed me to what the company offers, which resulted in growth for me.

Having had a stint in Human Resources, I decided to capitalize on that and build myself further, and the next best thing for me is facilitation, modulation, assessing and training, as human capital development is one of my passion and I suspected that I always needed a larger audience for knowledge imparting, and that is exactly when I am at now, as that is how I view facilitation.

Everything stems from there, the quality of the information and service that the candidates give to the clientele, has a lot to do with how they were trained when they started at any entity as facilitation and training is responsible for ensuring the highest quality of training, skills development, staff assessment and coaching within one company.