RESUME

NAME:	Thando Mbuli
ADDRESS:	618 TlamaTlama Extension 3 Soyus Street Tembisa 1632
EMAIL:	Thando.gift101@gmail.com
TELEPHONE:	0670099327

Overview

I'm a motivated and enthusiastic individual with a strong education foundation. I'm always eager to learn and perform and highest level in my field.
I have been with Startek for 11 years as the lead escalations and case management representative.
I bring strong work ethic and willingness to grow.
Communication and team work is a priority to me.

Qualification

2011

Matric
Tersia King Learning Academy

Work Experience

Startek
01 May 2015 To 03 October 2016

Call Centre Operator - Sunninghill

- Receive inbound and make outbound calls
- View and Explain customers Invoice
- Assist with transferring calls to different departments
- Manage teams when team leader is not available (2IC)send request to back office to have customers line opened
- Regularly answers technical questions from customers
- Assist agents on how to use their systems
- Answer specific queries relating to customer issues, in the banking and utility services
- knowledge of PC applications
- positive attitude with high stress resistance

Startek

03 October 2016 To Date

Escalations / Case Management - Sunninghill

- Compiling a synopsis for the client.
- Call customers back for feedback on their escalation
- Cases management
- Send briefings and important information such as internal
- Job posts and any schedule changes that may be set by Telkom.
- Check on a daily base if the center has any open cases or if team leaders have any call back escalations for customer.
- Sending out communication to the call center about any new information about the product or anything that will assist the agents (Did you know?)
- Closely work with the agent to assist them with any queries they might not understand.
- Assisting Team leaders with cases that have been pending for long with the back office.

Skills

- Compiling synopses
- Customer follow-up
- Communication skills
- Problem solving
- Empathy and understanding
- Documentation
- Time management

References

Tshegofatso Kgafela- 0761321361