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| **COMPETENCY PROFILE**

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| **STRENGTH AND SKILLS** |
| * Good team player
* Flexibility to adapt to various tasks
* C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0234131.wmfCapable of detailed observations
* C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0285750.wmfPositive attitude
* Honest and a self motivated hard worker
* Work well under pressure
* Take pride in work
* Very reliable
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**C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0233018.wmf** |

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| PERSONAL INFORMATION |

|  |  |
| --- | --- |
| First Name | Neil  |
|  |  |
| Contact Number | +971505891826 |
|  |  |
| Email | Neil.341583@2freemail.com  |
|  |  |
| Date of Birth | 10 June 1991 |
|  |  |
| Gender | Male  |
|  |  |
| Marital Status | Married |
|  |  |
| Dependant | 1 |
|  |  |
| Nationality | South African |
|  |  |
| Home Language | English |
|  |  |
| Other Language | Afrikaans |
|  |  |
| Criminal Offences | None |
|  |  |
| Health | Excellent  |
|  |  |
| Driver’s License | None |
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| ACADEMIC QUALIFICATIONS |

|  |  |
| --- | --- |
| School | Heideveld Secondary School |
|  | Western Cape |
|  |  |
| Highest Standard Passed | Grade 12 |
|  |  |
| Year | 2008 |
|  |  |
| Subjects | English, Afrikaans, Life Orientation |
|  | Accountancy, Mathematics |
|  | Physical Science, Life Science  |

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| ACHIEVEMENTS |

Diploma in Computer Literacy

Diploma in Inbound and Outbound Call centre training

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| EMPLOYMENT HISTORY |

Company Direct Axis

Position Loan Specialist

Period 2009 – 2011

Key Responsibilities To process customer loan application, keeping

 there details up to date and go through their

 contracts.

|  |  |
| --- | --- |
| CompanyPositionPeriod | Traffic SynergyCustomer Agent2011-2012 |

Company C-Pack Packaging Solutions

Address Block B Golf Air Park

 C/O Robert Sobukwe & Pallotti Road

 Airport Industria, Cape Town, 7764

Position General Worker/Dispatch

Period 2012-2012

Key Responsibilities Ensuring that all customer orders are correctly

 Counted, wrapped and loaded onto the truck.

 Doing deliveries with the driver to make sure that

 It gets to the customer, helping to offload the truck

Company British Gas Business (WNS)

Address 107 Voortrekker Road

 Bellville, 7530

Position Customer Service Professional

Period 2012-Current

Key Responsibilities Dealing with customer queries.

 Providing telephonic service to the customer in

 the UK.

 Ensuring that their business bills are correct.

 Resolving queries that our frontline staff is unable

 to do. Logging any defects that there is with our

 billing system to ensure no customer account is

 affected.