[Your Full Name]

[City, Province]
[Cell number]
[email@example.com]
[LinkedIn, if you have it]

PROFESSIONAL SUMMARY

Customer-focused call centre agent with [X] years' experience in [inbound customer service / outbound sales / collections / retentions]. Confident handling high call volumes, following scripts and processes, and resolving queries on CRM systems. Known for clear communication in [Language 1] and [Language 2], accurate capturing, and consistent performance against targets (QA, AHT and customer satisfaction).

KEY SKILLS

- Inbound and outbound calling · Call control · Active listening
- Customer service and complaint handling · De-escalation
- Sales and upselling (if relevant) · Objection handling
- Accurate data capture · Case notes · After-call work
- Time management · Shift work · Teamwork
- Professional email writing · WhatsApp and business messaging etiquette

LANGUAGES

- English – [Fluent / Professional]
- isiZulu – [Fluent / Professional / Basic]
- Afrikaans – [Fluent / Professional / Basic]
- [Any other language] – [Level]

TYPING SPEED

[XX] WPM (accuracy: [X]%, if known)

SYSTEMS AND TOOLS

- CRM: [Salesforce / Freshdesk / Zoho / Custom CRM]
- Ticketing / case management: [Tool name]
- Dialler / telephony: [Softphone / VoIP / Dialler name]
- Microsoft: Word, Excel (basic formulas), Outlook
- Google Workspace: Docs, Sheets (if used)

WORK EXPERIENCE

Call Centre Agent – [Company Name], [City]
[Month Year] – [Month Year or Present]

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- Handled an average of [X] inbound calls per shift, resolving queries on [billing / orders / technical support / policy changes] while keeping professional call control.
- Captured customer information accurately on [CRM name] and updated case notes for smooth follow-ups and handovers.
- Achieved an average QA score of [X]% over [X] months by following scripts, verification steps and compliance processes.
- Kept average handling time (AHT) at [X] minutes while meeting first-call resolution (FCR) and customer satisfaction goals.
- Escalated complex issues correctly and tracked them until closed, reducing repeat calls by [X]% (only if you can prove it).
- Helped new agents learn the systems and call notes as a buddy.

Customer Service Representative – [Company Name], [City]
[Month Year] – [Month Year]

- Supported customers by phone, email and live chat, with clear written communication and correct categorising of queries.
- Processed refunds, returns and queries according to policy and recorded outcomes for audit requirements.
- Identified upsell opportunities and promoted suitable products, contributing to monthly team targets.

EDUCATION

National Senior Certificate (Matric) – [School Name], [Year]
Subjects (optional): English, Mathematics / Maths Literacy, Life Orientation, [others]

SHORT COURSES AND TRAINING

- Call centre induction: scripts, QA, compliance – [Provider / Company], [Year]
- Customer service / communication – [Provider], [Year]
- Computer literacy (MS Office) – [Provider], [Year]

REFERENCES

Available on request.

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