[Your Full Name]

[City, Province]
[Cell number]
[email@example.com]

PROFESSIONAL SUMMARY

Entry-level customer service candidate looking for a call centre agent role. Strong communication skills in [Language 1] and [Language 2], confident on the phone, and comfortable working with targets and scripts. Fast learner with accurate data capture, a typing speed of [XX] WPM, and a reliable record of punctuality and teamwork from [school / volunteering / part-time work].

CORE SKILLS

- Clear verbal communication · Professional tone · Active listening
- Basic problem-solving · Patience · Handling difficult customers
- Computer literacy · Email writing · MS Word / Google Docs
- Accurate capturing · Attention to detail · Following procedures
- Time management · Willing to work shifts and weekends

LANGUAGES

- English – [Fluent / Professional]
- [Other language] – [Fluent / Professional / Basic]

TYPING SPEED

[XX] WPM

EXPERIENCE

Retail Assistant (Part-time) – [Shop / Spaza / Company Name], [City]
[Month Year] – [Month Year]

- Helped customers with product questions and handled complaints calmly, escalating to the supervisor when needed.
- Worked under pressure during busy periods, staying polite and accurate with requests and pricing.
- Processed payments and helped with cash-up (if applicable), and kept basic records.

Volunteer / Community Role – [Organisation / School], [City]
[Month Year] – [Month Year]

- Supported the team with admin such as attendee lists, basic data capturing and follow-ups.
- Communicated professionally with community members and helped answer their questions.

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EDUCATION

National Senior Certificate (Matric) – [School Name], [Year]
Highlights (optional): English [level], [awards or leadership roles], [relevant subjects]

ADDITIONAL INFORMATION

- Availability: [Immediately / 2 weeks / Date]
- Shift flexibility: [Yes / No] (nights, weekends, public holidays)
- Reliable transport: [Yes / No]

REFERENCES

Available on request.

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