WORK EXPERIENCE

Call Centre Agent – [Contact centre name], Randburg
Jun 2024 – Present

- Handle inbound customer queries and log cases on the system.
- Resolve customer issues while meeting quality targets.

Career break (Family responsibilities)
Dec 2023 – May 2024

Took time for family care needs. Now ready for shift or full-time work and available immediately.

Sales Assistant – [Store name], Johannesburg
Sep 2021 – Nov 2023

- Processed till (POS) payments and supported daily cash-up.
- Replenished stock and helped customers with queries.

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