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| **Sarah Bandile** | | | | | | |
| ENTRY-LEVEL CALL CENTRE OFFICER | | | | | | |
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| Friendly call centre officer looking to utilize his skills in solving organizational communication problems to maintain customer satisfaction. | | | | | | |
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|  | (555) 123-4567 | | |  | Linkedin.com/in/sarah.bandile | |
|  | sarahbandile@gmail.com | | |  | 47 Main Street, Durban, South Africa. | |
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| **EDUCATION** | | UNIVERSITY OF DURBAN (2016–2020)  BA Business Management  GPA: 4.5/5.0 | | | | |
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| **WORK**  **EXPERIENCE** | | ABC Company, Durban - Call Centre Intern  December 2019–present   * Attend to 50+ calls daily and assist customers. * Helped invent a customer retention report system. * Regularly maintained at least a 90% customer service feedback rating.   Sirano Acquatics - Call Centre Intern  May 2017–November 2019   * Took phone orders of customers and ensured excellent delivery. * Attended 30+ calls daily while assisting customers. * Fielded customer complaints and offered workable solutions, leading to a 10% decrease in full refunds | | | | |
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| **KEY SKILLS** | | * Expert organizational skills * Microsoft Office skills * Interpersonal Skills * Customer Service Skills | | | | |
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| **PERSONAL INTERESTS** | | * Public Speaking * Swimming * Sky Diving | | | | |