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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 ManagementGPA: 4.5/5.0 |
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| **WORK****EXPERIENCE** | ABC Company, Durban - Call Centre InternDecember 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 InternMay 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
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