# [Your Full Name]

[Cell number]
[Email address]
[Town/City, Province]

## PROFILE

Entry-level candidate applying for an outbound collections role. Experience in [call centre / retail admin / sales support] with strong phone confidence, calm communication and accurate capturing. Comfortable working to daily targets, following scripts, documenting outcomes, and doing structured follow-ups. Available for shifts and ready to learn collections processes and compliance.

## KEY SKILLS

- Outbound calling and follow-ups
- Handling objections and difficult conversations
- Accurate data capturing and call notes
- Customer identity verification (basic checks)
- Time management and call back scheduling
- Professional WhatsApp/email communication
- Basic Excel and trackers
- Teamwork and taking coaching/QA feedback

## EXPERIENCE

**Call Centre Agent / Telesales / Customer Service** — [Company], [City]
*[Month Year] – [Month Year]*

- Handled [inbound/outbound] calls daily, captured notes on CRM and escalated queries when needed.
- Worked to KPIs (call volumes/quality/targets) and maintained consistent follow-ups on open cases.
- Practised clear, respectful communication with clients, including de-escalation of complaints.

**Admin Assistant / Cashier / Reception** — [Company], [City]
*[Month Year] – [Month Year]*

- Accurately captured information, updated files and kept records organised.
- Assisted customers face-to-face/telephonically and resolved routine issues professionally.

## EDUCATION

**National Senior Certificate (Matric)** — [School], [Town]
*[Year]*

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## COURSES

- [Customer service / Call centre / MS Excel] — [Provider], [Year]

## REFERENCES

Available on request.

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