



# NOLONWABO JANE JEVU

## ECC DISPATCH TEAM LEADER

### Profile

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

## EXPERIENCE

### ECC DISPATCH TEAM LEADER

Automobile Association of South Africa

#### June 2017 - Current

- Monitor and manage performance of the team.
- Provide frontline customer contact support in respect of roadside emergency support, customer service complaints and providing feedback to customers.
- Ensure effective service delivery to internal & external customers.
- Instill customer care philosophy within division.
- Encourage open, honest and regular communications at all staff levels within division.
- Take accountability of own performance.
- Ensure that staff in the division are empowered and developed to take on more responsibilities.
- Assist finance department with vendor billing queries.
- Motivate and coach agents by identifying training needs.
- Manage team productivity by retrieving reports and analyzing trends.
- Co-ordinate the activities of the dispatchers/Incident co-coordinators to ensure that staff performances monitored on a daily basis.

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## EDUCATION

### BSC LIFE AND ENVIRONMENTAL SCIENCES (BOTANY AND BIOCHEMISTRY)

University of Johannesburg

2012

### NATIONAL SENIOR CERTIFICATE

St Enda's Secondary School,  
Johannesburg

2008

### CONTACT CENTRE SUPPORT NQF 2

Services Seta

2018

## SKILLS

- Organized
- Team Player
- Technologically Competent
- Hybrid Competence
- Attentive

## INCIDENT COORDINATOR

Automobile Association of South Africa

**October 2015 - May 2017**

- Accurate and timeous distribution of case details and required services to internal and external service providers.
- Optimal utilization of internal services (i.e. roadside assistance) by continual tracking of fleet and work force availability by means of status updates with road service staff and electronic tracking of the fleet.
- Managing members' / customer expectations of case resolution through member updates on delay times and expected time of arrival of assistance, as well as any related costs and/ or alternative arrangements for assistance.
- Do repatriation quotes for dealerships.

## CALL TAKING AGENT

Automobile Association of South Africa

**February 2015 - September 2015**

- Accurate collection, capture and distribution of information received from members requiring various types of assistance.
- Adhere to standard operating procedures such as scripts and process flows to ensure that assistance is provided as quickly as possible.
- Telephone etiquette for emergency assistance .
- Policy validations and authorizations.
- Maintain members' expectations by following up with service providers and road technicians on case status every 20mins until completion.
- Liaise with dealers on behalf of clients.
- Arrange car hire and accommodation for customers when required.

## LABORATORY ASSISTANT

University of Johannesburg,

**February 2012 - November 2012**

- Handling of laboratory equipment .
- Preparing chemicals and apparatus for the practical session.
- Ensuring that students adhere to safety and laboratory safety rules.
- Help students perform tasks and maintain a clean laboratory space.

## ATTRIBUTES

- Telephone Etiquette
  - Receptive
  - Goal and target orientated
  - Ability to work under pressure
  - Great conversationalist
  - Honest
  - Diligent
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## OTHER SKILLS

- Excellent Communication Skills
  - Interpersonal Skills
  - Time Management Skills
  - Problem Solving Skills
  - MS Office
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## REFERENCES

### CHESTER MCPHERSON

Automobile Association of SA

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### KOKETSO MAFARO

Automobile Association of SA

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### KAMAL RAMPERSAD

Automobile Association of SA

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- Conduct class test relating to practical to be conducted for the day.
- Demonstrate the use of the equipment during the experiment.
- Answer on floor student questions relating to practical demonstration.
- Mark review weekly reports and class tests.
- Provide necessary guidance and assistance to students where needed.
- Ensure proper disposal of biological waste and hazardous chemicals.

**JACINDA JAMES**

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