

Curriculum Vitae
of
Francois A Scholtz

PERSONAL DETAILS

Full Names	:	Francois Andre
Surname	:	Scholtz
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PROFESSIONAL SUMMARY

With over 18 years' experience within the energy industry and electricity sector. I have worked directly with National and Provincial and Local Government departments to assist municipalities with their electricity business. Also focusing on industries such as Mining (Gold and Uranium) and deals with cross boarder supplies for Botswana Power Corporation.

EDUCATION DETAILS

Institution	:	North West University
Qualification	:	Bachelor of Science
Course of Study	:	Information Technology
Date of Graduation	:	04/2021
Modules covered	:	Computer Science, Accounting, Business Management, Statistics, Mathematics
Achievement	:	GPA: 3.15 (year 2) Golden Key International Honours Society Member 2020

Institution	:	Danville Secondary School
Qualification	:	Grade 12
Date of Graduation	:	12/2000
Modules covered	:	English, Afrikaans, Mathematics, Physics, Biology, Accounting
Achievement	:	M-Score: 1200 – 1439 Endorsement (Bachelor's pass)

EDUCATION DETAILS (Additional)

Institution	:	Energy Training Foundation
Qualification	:	Certificate
Course of Study	:	Introduction to Energy Management
Date of Graduation	:	2014
Modules covered	:	Fundamentals - Energy Management
Achievement	:	Competent

Institution	:	Eskom Centre of Excellence
Qualification	:	Certificate
Course of Study	:	Introduction to Project Management
Date of Graduation	:	2017
Modules covered	:	Fundamentals – Project Management (Part 1 and 2)
Achievement	:	Competent

SKILLS DETAILS

Institution	:	North West University
Skills Acquired	:	C++, Java, C#, SQL, Python, MS Projects, QM Solver, SDLC, Report Writing,

Institution	:	Eskom Holding SOC Ltd
Skills Acquired	:	Basic electricity, Telephone skills, Ethics, Electricity pricing, Presentation skills, Facilitator training, MS Projects Basic, Disability etiquette awareness, Gender awareness, Diversity management, First aid and Firefighting – level 1

WORK EXPERIENCE DETAILS

Institution : Eskom Holdings SOC Ltd
Position : Energy & Revenue Loss Officer
Employment period : 04/2020 to Date

Duties:

- Ensure the coordination and execution of energy and revenue loss management plan of the Operating Unit.
- Co-ordinate auditing and verification of installations in liaison with field and metering staff.
- Initiate the recovery of energy and revenue losses.
- Initiate the prosecution process.
- Stakeholder Management.

Achievement : Competent

Institution : Eskom Holdings SOC Ltd
Position : Key Customer Relations Officer
Employment period : 10/2011 to 3/2020

Duties:

- Advice and technical support.
- Administrative and information systems support.
- Tariffs/incentives.
- Forecasting.
- Sales.
- Customer service.
- Credit revenue and credit management

Achievement : GM Awards Winner - 2017
Customer Service Best Achievers – 2018

Institution : Eskom Holdings SOC Ltd
Position : Customer Acquisitions Officer
Employment period : 03/2009 to 09/2011

Duties:

- Quotations and connections services.
- General supervision.
- Accountable for customer data.
- Handle generic service activities.
- Build a relationship between the customer base and “Eskom” via personal proactive interventions.
- Manage all measurement and meter related tasks.
- Manage vending and prepaid activities.

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WORK EXPERIENCE DETAILS (Continued...)

Institution : Eskom Holdings SOC Ltd
Position : Service Agent – Area Office
Employment period : 11/2008 to 2/2009

Duties:

- Direct the daily customer service activity operations.
- Responsible for customer data.
- Handle generic service activities.
- Build a relationship between their customer base and “Eskom” via personal proactive interventions.
- Conducts all conventional measurement and meter related tasks.
- Processes and conducts credit revenue and credit management processes.
- Perform vending and prepaid activities.
- Processing quotations and connections activities.

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Institution : Eskom Holdings SOC Ltd
Position : Assistant Officer – Area Office
Employment period : 10/2004 to 10/2008

Duties:

- Maintains the daily customer service activity operations.
- Responsible for existing or new customer data.
- Handle generic service activities.
- Build a relationship between their customer base and Eskom” via personal proactive interventions.
- Provide product information and advice, customised for specific (new and existing) customers’ needs.
- Handling quotations and connections activities.

Achievement :

Institution : Eskom Holdings SOC Ltd
Position : Contact Centre Service Agent
Employment period : 08/2003 to 09/2004

Duties:

- Handling inbound interactions.
- Handling back office activities (Non-technical dispatch and follow ups).
- Handling multi-media activities and outbound (proactive customer interaction) campaigns.
- General customer interaction and service improvement.
- Supports marketing, sales and customer service processes.
- Vending prepaid and easy pay.

Achievement : Various Employee of the Month

WORK EXPERIENCE DETAILS (Continued...)

Institution	:	Eskom Holdings SOC Ltd
Position	:	Call Centre Service Agent (Temp)
Employment period	:	09/2001 to 7/2003

Duties:

- Handling inbound interactions.
- Handling back office activities (Non-technical dispatch and follow ups).
- Handling multi-media activities and outbound (proactive customer interaction) campaigns.
- General customer interaction and service improvement.
- Supports marketing, sales and customer service processes.
- Vending prepaid and easy pay.

Achievement

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REFERENCES

Institution	:	Eskom Holdings SOC Ltd
Reference	:	Abram Tumane
Contact	:	083 627 5937
