

Jasurian M.E Moodley



IT Enthusiast Pursuing Software Development

Motivated IT professional seeking roles from IT Technician to Team Leader. Experienced System Developer with strong programming skills. Eager to contribute to innovative projects and gain valuable experience. and problem-solving abilities to drive the success of the organization.

CONTACT ME

✉ Jasurian.moodley@gmail.com

☎ 061 51515 62

References

1. **Melissa Sanmugam - Operations Manager, CCI | Work: 0713505054 | Cell: 0788156323**
2. **Shekaar Ramcharitan - Team Leader, CCI | Cell: 0647505619**
3. **Careers Business Institution (Campus) | Contact: 031 566 5588**

WORK EXPERIENCE

July 2017 –
September 2019

CCI South Africa

Contact Centre Advisor

- Provided exceptional technical support for UK-based customers, resolving issues related to broadband, landline, subscription TV, and webmail.
- Effectively diagnosed faults and delivered prompt solutions, minimizing repeat contacts.
- Handled package upgrades, downgrades, and amendments.
- Assisted customers with bill disputes and reduced complaints through investigations.

February 2020 –
September 2022

CCI South Africa

Team Leader

- Led and motivated a team of up to 20 complaints agents to exceed service expectations.
- Achieved optimal response times and service levels; handled escalated matters and approved credits.
- Analyzed team statistics, prepared reports, and implemented incentive programs to improve performance.
- Provided coaching and career development support to team members and peer supervisors.
- Conducted training on new products and policies, and resolved software/hardware issues.
- Collaborated with the operations manager on projects and represented the team in business partner calls.
- Worked with HR to resolve internal employee concerns or issues.

EDUCATION

2016	High School Diploma (Matriculated) <i>Solvista Secondary School</i>
2023	A+ & N+ Certification <i>Careers Business Institution</i>
2023	NQF Level 5 System Development (Ongoing) <i>Careers Business Institution</i>

SKILLS

- Technical Troubleshooting
- Ongoing Learning
- Leadership Skills
- Microsoft Office
- HTML, Python, CSS, JavaScript
- Database Management
- Problem-Solving
- Project Management