

Cover Letter

About Me:

I consider myself as focused, hard-working and pride myself in completing any task given to me. Determination and excellence drives me to achieve the goals I have set for myself to succeed in my chosen career. I am always open to new challenges and opportunities to grow and learn new skills to enhance my abilities.

I am confident, outspoken and can respect diverse opinions and views without being judgemental. I understand that individuality is important, as each person has different viewpoints and by collaborating, can determine the success of the team. I believe teamwork and communication is vital in reaching a common goal for the company and its clients.

Availability: Immediately

CV of Logan Coghill

Name:Logan

Surname: Coghill

Sex:Male

Race: Coloured

Birth Date:8 January 2002

Marital Status: Single

Address: 3 Berzelia Crescent
..... Belhar
..... 7493

Contact Details:0682380294

Email:.....logancoghill18@gmail.com

Communicating Skills:.....English and Afrikaans

Education:

Cape Peninsula University of Technology – Diploma in Application Development
Period: 2022 to current

College of Cape Town – Information Technology (Matric Equivalent)
Period: 2018 to 2020

Emmanuel Christian Academy - Grade 8 - Grade 10
Period: 2015 – 2017

Work experience:

Merchants SA

Period: March 2021 to November 2021
Position: Technical Service Desk
Campaign: Experian

Duties:

- Voice agent for technical service desk
- Password resets and account unlock

- Troubleshooting basic technical issues, error messages and allocating issues to specific second line teams.
- Responding to client emails and resolving issues in a timely manner.
- Ticket management, this included chasing existing tickets to get issues resolved.

Achievements:

- Received incentives for meeting quality assurance and monthly targets.
- Floor support for trainee group, as well as giving feedback to agents on how they can improve.
- In charge of the debriefs at the end of each day for the trainee group.

Amanzi Blue

Period: November 2019 to December 2019

Position: Door Usher

Duties:

- Collected tickets for the events
- I was part of the clean-up crew after the events

References

Merchants SA:

- Nadia Ganie (Team leader)
- Contact number: 0795841404