

AMAHLE MADLALA

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3785 Nkom Ya Hlaba St
Soweto South Africa
09/Dec/1999

Summary

Self-motivated, team player with strong organizational and interpersonal skills, with over 4 years experience with reputable companies.

Education

Noordgesig Secondary School

2017 - 2017

Metric

Experience

iTalk

2018/03 - 2018/02

Call Center Agent

Handled customer inquiries with empathy and composure.
consistently met short and long-term targets.

Merchants

2019/02 - 2019/10

Call Center Agent

International inbound and outbound

Maintained a customer satisfaction rate of 90% and above.

Multichoice

2020/10 - 2021

Call Center Representative

Handled customer inquiries and complaints.

Multichoice

2021 - 2023/01

Team Leader

Handled issues that required the attention of a supervisor.
Participated in meetings and helped create new practices.

Skills

Customer Service, Problem
Solving, Team Work, Leadership.

Languages

English, Afrikaans, IsiZulu

Interest

Music, Sports, Traveling

References

Ops manager (Multichoice)

Luleka Sibizo - 0630554421

Team Leader (Merchants)

Simangele Ndlovu - 0784404580

Team Leader (iTalk)

Xolani Makhaya - 0745030638