# CURRICULUM VITAE

Theodore Theunis

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## Professional Summary

Motivated and tech-savvy individual with 5 months of experience in call center debt collection and a growing foundation in IT and business administration. Skilled in customer communication, Microsoft Office, and basic web development. Currently completing a Business Administration NQF Level 3 Learnership, with a strong interest in technology and 3D printing. Known for reliability, eagerness to learn, and a proactive attitude.

## Key Skills

* • Customer Service & Communication
* • Microsoft Office (Word, Excel, PowerPoint)
* • Basic HTML & CSS
* • General IT Support
* • Computer Literacy & Troubleshooting
* • Administrative Support
* • Time Management
* • 3D Printing (Basic Operation & Understanding)

## Professional Experience

Call Center Agent (Debt Collection)

MBD Call Center (Munnik Bason and Da Gamma) – Johannesburg

August 2023 – January 2024 (Contract)

* • Contacted clients with overdue accounts and negotiated payment arrangements.
* • Maintained accurate records of calls and payment statuses.
* • Resolved client queries in a professional and empathetic manner.
* • Worked with team leaders to meet daily and weekly collection targets.

## Education & Training

Business Administration NQF Level 3 (Learnership)

Duration: July 2024 – July 2025 (Ongoing)

Information Technology NQF Level 4 Qualification

Completed: 2022

Covered topics including computer hardware, software applications, and digital skills.

## Additional Skills & Interests

* • Passionate about technology and 3D printing.
* • Self-taught in basic web development (HTML & CSS).
* • Good interpersonal and problem-solving skills.
* • Fast learner and adaptable in various work environments.

## Languages

* • English (Fluent)
* • Afrikaans (Basic)

## References

Available on request.