

Mr Antonio Booysen

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Personal Summary

I am a mature, self-motivated and hardworking individual who is highly driven and goal orientated. I have formal training and experience in the telemarket industry, with debt collection and sales being my forte. Coupled with my extensive military background, discipline is of high importance to me and I strongly believe that I am the ideal candidate for the position.

Not only do I possess the professional knowledge and interpersonal skills necessary for this industry, my extensive experience in service has afforded me the opportunity of working with a diverse demographic including organization members, executives, volunteers, event attendees, and co-workers.

I am accustomed to fast-paced environments where deadlines are a priority and handling multiple jobs is the norm. I look at challenges as growth opportunities and I pride myself on bringing a creative and fresh approach to my role, whilst maintaining a detail oriented and organized system essential for any position in this industry.

My energetic and positive personality allows me to work well with others while still displaying a hard work ethic and professional demeanour. I am confident that my abilities and passion for service makes me a successful and capable candidate and I am looking forward to making a significant contribution to the Sales department of an establishment that offers genuine opportunities for progression.

Personal Details

Date of Birth: 10 November 1986

Residential/Postal Address: 9 2nd Avenue, Newton Park, P. E, 6001

Ethnicity/ Nationality: Coloured, South African

Languages: English & Afrikaans (read, write and speak fluently)

Marital Status: Single, two dependants

Other: Driver's license Code 10 (Advanced Drivers)

Willing to travel and/or relocate

Personal Skills

- Strong leadership & consensus building skills
- Excellent communication, financial, administrative & computer skills
- High efficiency & conscientiousness
- Dedicated & self-motivated
- A highly personable and sociable team player
- Able to work unsupervised and under pressure
- Possessing a determined approach in coping with long hours, prioritizing large workloads and meeting strict deadlines

Interests & Hobbies

- Family orientated. Loves outdoorsy activities. An adventurous, adrenalin junkie!
- Enjoy rock climbing, hiking, reading, swimming
- Other creative hobbies include graphic design, painting and gardening and video games

Highest School Level Completed:

Subjects:

Matric (Exemption) – Aeroville Secondary School (2004), Somerset East English; Afrikaans; Mathematics; Physical

Science; Geography; Biology

Military Training for Ratings (MTR1): Courses:

South African National Defence Force

Fire Fighting and Fire Prevention; Seamanship for Ratings; SA Sailing Deckhand; Maritime Practical First Aid; Nuclear Biological Chemical Defence (NBCD); Team member onboard SAN Vessels; Protection of National key points and Naval Installations of the South African Navy Microsoft Office Suite; Word; Excel; PowerPoint; Outlook; Publisher Apple Mac Operating System, Cheetah Software and Arrears

Management Software, Soft tracing (TransUnion)

Computer knowledge:

Professional Associations/ Special Achievements

- South African Navy/ South African National Defence Force reserve member (since 2005)
- Represented Eastern Cape (regional) for swimming- Provincial Colours

Professional Work Experience

Name of Company: Period of Employment: Responsibilities: iSon Experiences
May 2019-December 2022

Quality Analyst, Acting Quality Lead

Maintain working knowledge of company business processes and standards.

Engaged with other members of team regularly to discuss effected KPI and effective coaching methods.

Business risk reduction.

The improvement of your overall contact center performance.

The improvement of call, voice, and email quality made by your agents.

A continuous improvement in your contact center's processes – internal and external.

Reduction of agent attrition.

Highlighting areas of risk within your business.

Identifying and addressing potential customer interaction issues.

Increased customer satisfaction and improved sales closings.

Participation in bi-weekly meetings with various leads and stakeholders.

Reference: Dheveshin Naier(Quality Manager)-0745532001

Shashin Chotkan(Manager)-0659722640

Veruschka Latchman(Admin Manager)-0693333285

Vuyolwethu Mfini(Ops manager)-0784229647



Name of Company: Mr Delivery Group

Period of Employment: October 2016-December 2018

Responsibilities: **Guest Relations**

Deliveries of purchased online parcels for Takealot.com, Superbalist, Zando

Inventory Despatch

Reference: Elchanette Burger (Franchise Manager) – 079 492 7672



Reference:

Name of Company: Unity Insync Hospitality Suppliers October 2015 -Period of Employment: September 2016 Responsibilities:

Sales and Customer Relations Inventory Management and Control Logistics and Deliveries

Tia Latchman (Director) -0659901802

Name of Company: The Reef Hotel

February 2014 – September 2015 Period of Employment:

Responsibilities: **Guest Relations**

Hotel Driver

General Concierge Assistance

Reference: Veruschka Padayachee (Rooms Division Manager) - 072 419 8599



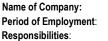
Arrear Management

In and Outbound Call centre services

Reference: Sibongile Khumalo (Team Leader) - 083 670 9027

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FEDHA Holdings (Pty) Ltd October 2012 - March 2013 Sales and Marketing

> Cold Calling **Customer Care**

Inventory control and deliveries

Reference: Oshum Latchman (Director) - 0632977576

Name of Company: Statistics South Africa Period of Employment: October 2011 - December 2011

Responsibilities: Field Research Collector for the South African Census

Reference: Nick Grobbelar - 012 310 4630

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Name of Organisation: South African National Defence Force (SANDF - SA Navy)

Period of Service: January 2005 – July 2011 Achievements: Fire Fighting and Fire Prevention; Seamanship for Ratings;

SA Sailing Deckhand; Maritime Practical First Aid;

Nuclear Biological Chemical Defence (NBCD);

Team member onboard SAN Vessels;

Protection of National key points and Naval Installations of the South African Navy

SA Naval Divers Course









