



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 Patchman(Admin Manager)-0693333285
Vuyolwethu Mfani(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



Name of Company: Unity Insync Hospitality
Period of Employment: Suppliers October 2015 – September 2016
Responsibilities: Sales and Customer Relations
 Inventory Management and Control Logistics and Deliveries
Reference: Tia Latchman (Director) – 0659901802

Name of Company: The Reef Hotel
Period of Employment: February 2014 – September 2015
Responsibilities: Guest Relations
 Hotel Driver
 General Concierge Assistance
Reference: Veruschka Padayachee (Rooms Division Manager) – 072 419 8599



Name of Company: MBD Credit Solutions
Period of Employment: May 2013 - January 2014
Responsibilities: Debt Collection
 Arrear Management
 In and Outbound Call centre services
Reference: Sibongile Khumalo (Team Leader) – 083 670 9027



Name of Company: FEDHA Holdings (Pty) Ltd
Period of Employment: October 2012 – March 2013
Responsibilities: 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



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



Reference:

SA Navy Human Resource Division – 021 787 3921

