

Philani Zikalala

City of Johannesburg, Gauteng, South Africa



phila.zikalala@gmail.com



0737839525



[linkedin.com/in/philani-zikalala-55131b1b3](https://www.linkedin.com/in/philani-zikalala-55131b1b3)

Summary

I am a hardworking and determined person. who focuses on a task and makes sure its completed correctly. always happy to learn new skills and expand my knowledge. I have always been interested in working with technology both Hardware and Software.

Experience



Call Center Consultant

Discovery Limited

Aug 2019 - Apr 2020 (9 months)

Areas of responsibility

- Answering inbound calls timeously
- Dealing with predominantly telephonic and occasionally email queries
- Assisting franchises with Vitality queries
- Perform any other related functions requested by management



Call Centre/Administration

IBM South Africa

Feb 2010 - Dec 2018 (8 years 11 months)

Inbound Call Taker

Answer courteously inbound calls.

Respond to customer inquiries.

Manage and update customer databases with the status of each customer.

Coordinate with the dispatch team to send products or provide services on time to customers.

Ensure feedback from the customer to further improve the customer services.

Manage filing, mailing, correspondence and other management tasks.

Call Dispatcher

Arrange and dispatch service request to field technicians.

Manage and update customer with service request progress

Order and manage customer replaceable parts with Courier Company

Education



WeThinkCode

Information Technology

Sep 2021 - Dec 2022



PC Training and Business College

diploma, Information Technology
2007 - 2009

Skills

Microsoft Word • Microsoft PowerPoint • Windows • Microsoft Excel • Microsoft Office • HTML •
Service Centers • Contact Centers