



# Sheldon Small

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

I am coloured male born & raised & completed my schooling in Durban, I relocated to Johannesburg in 1996. My interest are cooking, sports & working with people.

I am hardworking, loyal, trustworthy person. I am all willing to learn & go the extra mile. Customer service orientated of high level. Team player & can work alone, always willing to pass my knowledge on. Strong on Ethics & EH&S. Self-driven & highly motivated. I can work under pressure. I am always punctual for time is of the essence & willing to put in the extra time. I am of sober mind & body. Fully vaccinated. I have over 20 years' experience working for one company and was always chosen for different task within the organization (Chubb/UTC/National Security). Trained staff on induction of company as well as policies & procedures. Customer Service skill & development training, one on one sessions, quality of work check done with staff. Disciplinary procedures with EH&S, Ethics & ACE Training.

- 1 worked in call centre industry for 20 years. As well as Security Industry Background.
  - 2 Trained Staff with regards to customer service & call handling
  - 3 Telephone etiquette
  - 4 Resolved poor client service from staff telephonically
  - 5 Done call quality checks on staff daily
  - 6 I held the position of a Quality Assessor for the Call Centre on doing call quality checks regularly.
- Looking forward to hearing from you & your organization.

Preferred occupation	Security jobs
Preferred work location	Johannesburg Gauteng
	Pretoria / Tshwane Gauteng
	Fochville North West

## Contacts and general information about me

Day of birth	1971-07-23 (54 years old)
Gender	Male

Residential location

West Rand  
Gauteng

Telephone number

*Information is available only for registered users.*  
[Sign in](#)

Email address

*Information is available only for registered users.*  
[Sign in](#)

#### **Additional information**

Salary you wish

12000 R per month

How much do you earn now

4000 R per month