



# Alicia Finger

Curriculum Vitae (CV)

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

I am a result-orientated, customer centric call centre representative with 7+years of experience resolving complex customer enquiries. Passionate about building strong customer relationship and upholding the corporate values. Acknowledged for high volume excellent quality work, in a deadline intensive environment spanning customer services and collections. High work ethic with strengths in both administration and customer services. However my strengths and capabilities are not limited here as I have obtained a Level 5 BTEC Higher national Diploma in Business, therefore I have much more to offer and willingness to learn.

### Preferred occupation

**Data capturers**

Administrative jobs

**Call Centre agent**

Administrative jobs

**Administrators**

Administrative jobs

**Customer care agent**

Administrative jobs

**Front Desk Agent**

Administrative jobs

**Filing clerk**

Administrative jobs

**HR intern**

Management, human resources jobs

### Preferred work location

**Cape Town**

Western Cape

**Helderberg**

Western Cape

**Northern Suburbs**

Western Cape

## Contacts and general information about me

Day of birth

1986-12-30 (39 years old)

Gender

Female

Residential location

Northern Suburbs

Western Cape

Telephone number

*Information is available only for registered users.*

[Sign in](#)

Email address

*Information is available only for registered users.*

[Sign in](#)

## Work experience

Working period **nuo 2015.05 iki 2020.11**

Company name Old Mutual

You were working at: Call Centre agent

Occupation Collection and Customer Service agent

What you did at this job position? Handle client queries over the phone or via email in compliance with the standards imposed by the call centre. Evaluate customers problems to determine solutions most suitable in meeting stated problem. Escalate complex queries to team leader. Maintain detailed records of all interactions with customers on a call centre bases. pWo

Working period **nuo 2012.05 iki 2015.04**

Company name Nimble Group

You were working at: Call Centre agent

Occupation Debt collector

What you did at this job position? To negotiate with arrears account customers to maximise debt recovery and profitability. Ensure that allocated collections targets are achieved. Ensure that allocated productivity targets are achieved. Use effective communication and negotiation to achieve successful commitments to pay. Update clients record. Perform administrative functions, photostats, scanning, filing, process emails

Working period **nuo 2010.01 iki 2011.12**

Company name Solid Ground Media

You were working at: Administrators

Occupation Administrator

What you did at this job position? Admin Clerk

## Education

Educational period **nuo 2010.02 iki 2013.12**

Degree Diploma

Educational institution Cti London School of Business

Educational qualification Level 5 BTec Higher National Diploma

Educational period	<b>nuo 2022.02 iki 2022.02</b>
Degree	Certificate
Educational institution	Creative Minds
Educational qualification	Computer level 2 course in Word,Exel,Outlook and Powerpoint

Educational period	<b>nuo 2000.01 iki 2004.12</b>
Degree	Grade 12 / Matric
Educational institution	Kasselvei High
Educational qualification	Matric

### Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
Afrikaans	fluent	fluent	fluent

### Computer knowledge

I have obtained certificate in computer training with knowledge of word ,excel ,outlook amd powerpoint

### Recommendations

Contact person	Doreen Jonkers
Occupation	Managere
Company	Old Mutual
Telephone number	079 5174079
Contact person	Zwethini
Occupation	Team Leader
Company	Old Mutual
Telephone number	0738765574/071 192 3466
Contact person	Mr L.Mitchell
Occupation	Manager
Company	Solid ground Media
Telephone number	064 591

### Additional information

Your hobbies	Netball Hiking Baking
Driver licenses	B Light Vehicle ≤ 3,500kg
Driver license from	2012-10-00 (13 years)

Salary you wish	12000 R per month
How much do you earn now	15000 R per month