



# Jessica Oliphant

Curriculum Vitae (CV)

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

I am eager to continue my career as a Customer Care Agent and further develop my skills. With 12 months of hands-on experience in a call center environment, I am looking for an opportunity where I can leverage my current skills and gain new experiences to enhance my ability to deliver exceptional customer service.

Positive Points:

1. Strong Communication Skills: Over the past year, I've honed my ability to communicate clearly and effectively with customers, ensuring their concerns are addressed with precision and empathy.
2. Empathy and Patience: My experience has taught me the importance of understanding and patience when dealing with customers, which has allowed me to build strong relationships and resolve issues effectively.
3. Problem-Solving Skills: I enjoy tackling challenges head-on and have developed a knack for finding creative solutions to customer issues, improving satisfaction and loyalty.
4. Adaptability: I am quick to adapt to new tools and processes, which has enabled me to keep up with evolving customer service practices and contribute to a dynamic team environment.
5. Collaborative Spirit: I value teamwork and have found that working closely with colleagues enhances the overall customer experience and fosters a supportive work environment.
6. Attention to Detail: I pay close attention to the specifics of each customer interaction, which helps me ensure accurate and thorough responses to inquiries and problems.
7. Desire for Growth: I am enthusiastic about learning and expanding my expertise. I am committed to continuous improvement and excited about the opportunity to take on new challenges and responsibilities in this role.

Preferred occupation **Customer care agent**  
Administrative jobs

Preferred work location **Cape Town**  
Western Cape

### **Contacts and general information about me**

Day of birth **1996-08-22 (29 years old)**

Gender **Female**

Residential location **Cape Town**  
Western Cape

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

Email address *Information is available only for registered users.*  
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### **Additional information**

Salary you wish **9000 R per month**

How much do you earn now **6000 R per month**