



# Gabriella Coetzee

Curriculum Vitae (CV)

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

A self-driven individual who consistently exceeds expectations in tasks.

Passionate about using creative strategies to solve complex problems. Strong leadership skills and commitment to team development. Seeking a position to leverage skills, abilities, and passion for making a meaningful impact.

Preferred work location

Cape Town  
Western Cape

## Contacts and general information about me

Day of birth 2003-04-28 (22 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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## Work experience

Working period **nuo 2023.09 iki 2024.09**

Company name Amathuba-Collective Sponsor: TB HIV CARE

Occupation Call Centre Team Leader

What you did at this job position? Handled customer escalations professionally, upholding positive team reputation and maintaining satisfaction. Communicated frequently and openly to motivate team members and drive goal achievement. Participated in brainstorming sessions, providing feedback and executing new tactics to improve campaign and agent performance. Monitored team attendance, including arrival times, break durations, and departure times. Ensured all attendance registers were accurately signed and submitted. Managed annual leave requests and coordinated time-off schedules. Addressed and resolved various team-related issues and situations. Maintained up-to-date administrative records for the team.

Working period	<b>nuo 2023.09 iki 2024.09</b>
Company name	Amathuba-Collective Sponsor: TB HIV CARE
Occupation	Call Centre Agent
What you did at this job position?	Provide psychosocial support for TB HIV Care through my host organization, Amathuba-Collective, promoting overall well-being and serving as a peer resource. Conduct surveys to assess customer experience and satisfaction with application forms and services from sponsors. Handled escalated calls professionally, effectively resolving complex issues and ensuring client satisfaction at all times.
Working period	<b>nuo 2022.12 iki 2023.06</b>
Company name	Elsies River United R.F.C
Occupation	First Aid
What you did at this job position?	Provided first aid support at Elsies River Rugby Club, handling various injuries including nosebleeds, concussions, bruises, and strapping. Ensured player safety and well-being during matches and training sessions by delivering prompt and effective medical care.
Working period	<b>nuo 2020.12 iki 2024.12</b>
Company name	Mad Project (Make A Difference Project)
Occupation	Volunteering Work
What you did at this job position?	Participate in community outreach by packing and distributing packages. Serve as a facilitator in holiday programs, keeping children engaged and off the streets.

### Education

Educational period	<b>nuo 2018.01 iki 2022.12</b>
Degree	Grade 12 / Matric
Educational institution	Elsies River High School
Educational period	<b>nuo 2023.09 iki 2024.09</b>
Degree	Certificate
Educational institution	NACOSA Training Institute
Educational qualification	Contact Centre and Business Process Outsourcing Support

### Languages

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

### Computer knowledge

CRM System, Microsoft(Excel, Outlook, Word, Teams), Email

**Conferences, seminars**

First Aid Level 1

**Recommendations**

Contact person	Amathuba-Collective
Occupation	Call Centre Team Leader and Agent
Company	Amathuba-Collective
Telephone number	0214931987
Email address	info@amathuba-collective.com
Contact person	Elsies River United R.F.O (Club Board Member: Morne Van Ne)
Occupation	First Aid
Company	Elsies River United R.F.O
Telephone number	0713311808
Contact person	MAD Project (CEO: Allison Messias)
Occupation	Volunteer Work
Company	MAD Project
Telephone number	0694152782

**Additional information**

Your hobbies	Rugby (player) Volunteering at a registered NPO (MAD Project)
Driver licenses	None