

Aluta Tshazi

MOTIVATION

I am writing to express my interest in securing a formal employment opportunity where I can contribute meaningfully while continuing to grow professionally. With four years of experience in a call centre environment, I have developed strong competencies in customer service, communication, and conflict resolution, along with the ability to perform effectively under pressure.

Having recently completed my Bachelor of Arts Degree, I have further strengthened my analytical and critical thinking skills, which complement the practical expertise gained throughout my career. I am now eager to transition into a role that offers greater responsibility, where I can apply both my professional experience and academic qualifications.

I am a motivated and adaptable individual committed to adding value to any organisation I join, and I welcome the opportunity to discuss how my background aligns with your needs.

Yours sincerely,

Aluta Tshazi

11 Engelbrecht Street
Glen Marais,
Kempton Park,
1619
Cell: 076-310-2473 / 082-563-3342
Email: alutatswina@gmail.com

EDUCATION

HIGH SCHOOL

School: New Millennium Collage, Johannesburg
Qualification: National Senior Certificate (Matric)
Completed: 2021

Subjects:

- English
- Afrikaans
- Mathematical Literacy
- Business Studies
- Economics
- History
- Life Orientation

TERTIARY QUALIFICATION

School: University of the Western Cape
Qualification: Bachelor of Art – International Political Science
Completed: 2025

JOB EXPERIENCE

COMPANY 1

Employer: Old Mutual
Position held: Call Centre Agent
Duration: 2022 – 2025

OLD MUTUAL

My core responsibilities centred on customer retention, where I engaged directly with clients who expressed an intention to cancel or exit their policies. Through persuasive communication, active listening, and sound problem-solving, I consistently worked to retain customers and preserve the company's client base. Alongside retention, I managed and resolved policy-related queries and complaints, ensuring that customers received accurate, timely, and satisfactory resolutions in accordance with company procedures and standards.

This role further required me to identify and act on sales opportunities, cross-selling and upselling new products to existing customers, thereby contributing to business growth while simultaneously delivering quality service. This dual focus on retention and revenue generation required a high degree of professionalism and product knowledge, both of which I developed progressively throughout my tenure.

BENEFITS

I took this role on a part-time basis while pursuing my Bachelor of Arts degree. This helped me develop an ability to balance the demands of academic life with the responsibilities of a professional, customer-facing environment. The position was initially undertaken at a junior level, where I built a solid foundation in customer engagement, policy interpretation, and product knowledge.

As I continued my studies, I advanced from the junior level to a mid-level position, a progression that reflected my growing competence, consistency, and capacity to manage increasingly complex customer interactions. Achieving this professional growth while still completing my degree is a testament to my dedication, time management, and ability to perform effectively under competing demands.

COMPANY 2

Employer: Concentrix
Position Held: Sales Advisor
Duration: 2025 – Current

CONCENTRIX

After completing my BA degree, I joined Concentrix, where my role centred on delivering excellent customer experiences within a fast-paced inbound contact centre environment. I was responsible for handling inbound customer interactions, resolving queries efficiently, and accurately processing orders in accordance with SKY and Concentrix quality and compliance standards.

Alongside service delivery, I consistently worked towards meeting and exceeding sales targets by identifying opportunities to offer relevant products and solutions to customers. My approach to every interaction was guided by a commitment to first-call resolution, customer satisfaction, and strict adherence to regulatory and operational compliance requirements.

BENEFITS

This role provided several key benefits after completing my BA degree. It offered practical exposure to a structured corporate environment, reinforcing the analytical and communication skills developed during my studies.

The emphasis on first-call resolution and customer satisfaction cultivated a solution-oriented mindset, while consistently meeting sales targets demonstrated my ability to perform under pressure and deliver measurable results.

Furthermore, navigating a fast-paced contact centre environment enhanced my ability to manage multiple priorities, exercise sound judgement in real time, and maintain professionalism in high-volume settings.

REFERENCES

1. Mrs. Glenda Shupinyaneng
Relationship: Professional
Cell: 0730388491
Email: glendashupi@gmail.com
2. Ms. Yumnah Toffar
Relationship: Manager at Old Mutual
Cell: 0847770286
Email: yumnahtoffar@outlook.com
3. Mr. Furuqaan Mohammed
Relationship: Manager at Concentrix
Cell: 073-908-0894
Email: furqaanmo@icluod.com