

Lisa Ndukwana

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Personal Details

- Gender : Female

Education

- | | |
|--|------|
| • MT White Senior Secondary School
Matric
12 | 2020 |
| • KVR TRAINING
Technical Support
NQF Level 4 | 2026 |
| • Future Performance Training
Business Practice
NQF Level 2 | 2024 |

Experience

- | | |
|---|--------------------------|
| • Sentech DTT
Call Centre | August 2025 - March 2026 |
| Professional and customer-oriented Inbound Call Centre Agent with experience in handling high volumes of incoming calls in a fast-paced environment. Responsible for answering customer enquiries promptly and professionally, providing accurate information regarding products, services, and account information, and resolving complaints and issues efficiently on first contact. Skilled in active listening, de-escalation, and maintaining a calm, empathetic and professional demeanor under pressure. Proficient in capturing and updating customer information accurately on CRM systems, following call scripts and compliance procedures, escalating complex queries to relevant departments, and consistently meeting quality assurance, handling time, and customer satisfaction targets | |

Skills

- Time Management
- Computer
- Microsoft office package
- Goal driven
- Analytical thinking
- Social skill

Reference

- **Tiago Ngobeni - Sentech DTT**
Quality Assurance
Ngobenit@gmail.com
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