

Lesego Ledwaba

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Professional Summary

Motivated and reliable entry-level professional with a Diploma in Paralegal Studies and recent experience in quality assurance within the call center industry. Skilled in communication, organization, and teamwork, with strong analytical abilities for problem-solving and process improvement. Eager to apply transferable skills in administrative, customer service, or legal support roles while contributing positively to team success.

Experience**Call Center Quality Assurance**

Smollan Financial Services | Sep 2023 – Jun 2024

- Monitored and analyzed call center data to identify customer trends and service improvements.
- Tracked KPIs and quality metrics, preparing reports for management.
- Recommended process and policy improvements based on performance insights.
- Contributed to enhancing customer satisfaction and efficiency through data-driven decisions.

Education**Diploma in Paralegal Studies**

University of Johannesburg | 2020 – 2022

- Coursework in Family, Criminal, Civil, and Business Law.

National Senior Certificate (Matric)

President High School | 2013 – 2018

Key Skills

- Strong Communication & Interpersonal Skills
- Organization & Time Management
- Problem-Solving & Critical Thinking
- Team Collaboration
- Creativity & Adaptability
- Meeting Deadlines Under Pressure