**Curriculum Vitae** 

**Michelle du Plooy**

**Personal Details**:

Name: Michelle du Plooy

Contact Number: 065 934 4340

Date of Birth: 1982-03-31

Location: South Africa (Gauteng)

Languages: Afrikaans, English, Dutch

I returned to South Africa in December 2001 from the Netherlands after attending school for 2,5 years.

I worked for a year in the Netherlands.

**Qualifications:**

* Edexcel BTEC 2 qualifications in Contact Center Skills, July 2006;
* Microsoft Certified Professional (MCP), October 2006;
* Microsoft Certified Desktop Support Technician (MCDST), September 2007.

**Education:**

**Bornego College:**

Date Completed: 2000

Major Subjects: Dutch, English, Home economics,

Biology, Sewing, Health Care.

**European Computer School:**

Date Completed: July 2001

ProgramsWin 98, MS Word, Excel, Internet, ECDL.

**Language Proficiency:**

Afrikaans: Read, Write and speak fluently

English: Read, Write and speak fluently

Dutch: Read, Write and speak fluently

Extra skills: Experience in Translations,

 Captioning and Transcriptions.

**Employment History**:

**Company:** ITC Infotech India

**Title:** Customer Service Representative

 (Fully Work From Home)

**Duration:** May 2020 to August 2021

**Job Type:** Permanent

**Notice period:** none

**Responsibilities:**

* Assist clients with queries regarding client application and resolve any arising issues;
* Log calls for 2nd and 3rd level support teams;
* Handle client emails and log calls;
* Update clients on tickets and ensure they are resolved within the SLA;
* Chatbot training and assisting clients via chat.

**Company:** IBM South Africa

**Title:** Customer Service Representative

 (ABN AMRO)

**Duration:** October 2004 to January 2020

**Job Type:** Permanent

**Notice period:** 1 Month

**Responsibilities:**

* Taking user calls to resolve or log queries;
* Logging calls from emails sent by clients;
* Solving and troubleshooting PC related problems with regards to printers;
* Resetting passwords for users in Active Directory;
* Following up on calls;
* Giving updates to clients by email or phone;
* Tracking calls through various stages;
* Maintaining SLA standards;
* Providing support on programmes like Lotus Notes, WIN XP, printer problems and installations.

**Different Position held at IBM:**

**Front line agent**

**Quality Specialist** - Listening to calls and grading them, 1 on 1 sessions with agent to help with coaching/training and improving overall quality of calls.

**Company:** Relyant Credit Center

**Title:** Credit Controller

**Duration:** March 2004 to October 2004

**Job Type:** Permanent

**Reason for Leaving:**  Approached by IBM

**Responsibilities:**

* Phoning clients and arranging payments to be made on outstanding accounts;
* General admin duties.

**Company:** e-Centric

**Title:** Call Centre consultant(Out bound Sales)

**Duration:** September 2003 to March 2004

**Job Type:** Contractor

**Reason for Leaving:** Company closed down.

**Responsibilities:**

* Phoning clients in the Netherlands regarding a pension fund scheme which was on sale.

**Company:** Lewis Furnishers

**Title:** Credit Controller and Cashier

**Duration:** March 2002 to October 2003

**Job Type:** Permanent

**Reason for Leaving:** Approached by E-centric

**Responsibilities:**

* General admin and office duties;
* Taking payments on accounts;
* Finalising sales;
* Phoning clients about outstanding accounts.

**References:**

Katrien de Vos 078 393 6461

Karolina Lochynska 073 131 7538