

Motivational Letter

To whom it may concern,

I'm able to perform complex administrative functions and render support relating to the core deliverable of the department.

I have no issue with time management administration, reporting and assembling of information and compliance with policy.

Provide secretarial support including taking of minutes, preparation for meetings, distribution of materials and logistical preparation for management meetings.

Can collate and prepare qualitative and quantitative information for inclusion into specific statutory reports. I'm able to provide support to the immediate supervisor by applying specialized knowledge of relevant policies and procedures in respect of specific administrative procedures within the functional area.

I am confident in communicating with fellow professionals as well as internal and external clients to network on issues of common interest and to share information.

I regard myself as a dedicated and conscientious individual with high motivation to learn. I pride myself on possessing excellent communication skills and fully enjoy working with people and have a rational approach to problem solving.

I am accurate and efficient in any task. I also regard myself as very honest, dynamic and a versatile individual with high aspirations and if given the opportunity, I would prove to be an asset to your organization.

I am fully able to assist in the completion of scheduled or unscheduled tasks and duties as and when required for the effective functioning of the department and implementation of projects and deliverables.

Please consider this as my own motivational letter and consider me to join your team.

Kindest regards
Adrian Raaf

CURRICULUM VITAE Of Adrian Raaf

Mobile: (084 649 6523)
Email: adrianraaf1995@gmail.com
Marital Status: Married

CAREER OBJECTIVE

Profile

I would like to better myself, as I like working with people and offering my help. I am very much a people's person, very easy to talk to and always there to offer a helping hand on any occasion. I am very hardworking, dedicated and do everything to the best of my ability. I am strong willed and self-motivated, always keen to learn and help where I can. I did extremely well in my previous companies. I work effectively within a team as well as independently.

Basic Qualifications

- Successfully completed NQF Level 4 Qualification (Matric/Grade 12/Standard 10)
- Excellent command of English Language (verbal and written)
- Excellent computer navigation skills
- Ability to navigate the Internet, email, and chat to customer via Instant Messenger tools
- Ability to cope well in a high-pressure environment while maintaining high quality outputs
- Experience working in a customer service environment for at least 3 years
- Experience working under pressure in a fast-paced work environment while consistently meeting standards for productivity and quality
- Demonstrated ability to work as an effective team member
- Strong interpersonal skills
- Comfortable and able to function in an ambiguous, fast paced work environment
- Flexibility to work shifts
- Positive, compassionate attitude and a passion for customer service

Problem Solving Skills

- Ability to approach problems logically and with good judgment to ensure the appropriate customer outcome
- Ability to make appropriate decisions on behalf of the customer quickly and effectively
- Desire to continually learn
- Solution orientated and self-motivated
- Ability to effectively prioritize work time to ensure efficiency.

Computer Skills:

- Familiarity with multiple browsers, multiple tabs and window navigation and instant messenger tools
- Fluency in Windows Operating Systems and Microsoft Outlook
 - I'm able to troubleshoot on Windows XP and Vista including Mac
 - I'm able to setup modems and printers – this is a trait I acquired through self-teaching online
 - I'm able to troubleshoot and connect wireless

- I'm able to manually assign IP addresses and ensure a device is connected to the internet
- I have been trained on the foundation of ADSL and Fibre technology which I was trained through my current company
- I am efficient in power point presentations and excel
- My knowledge on android devices is basic in setting up emails and connecting to wireless
- I understand the seven physical layers of the internet, which is also, what I learnt through self-teaching modules at my current company.

Functional Competencies:

- Professionalism, excellent judgement, use of discretion and high levels of confidentiality, prioritisation and problem-solving abilities
- High initiative/self-starter
- Ability to effectively consolidate and sort information and documents
- Budgeting skills
- Excellent PC literacy skills
- Strong administrative and secretarial influence
- Exceptional customer service and conflict handling skills
- Analytical and formatting skills
- High stress tolerance levels and ability to multi-task
- Ability to work and make decisions independently
- Ability to build strong relationships
- Ability to work flexible hours during board meeting months in particular

PERSONAL DETAILS

Date of Birth : 23rd January 1995
Sex : Male
Telephone Contact : (+27) 84 649 6523
Email : adrianraaf1995@gmail.com
Drivers Licence # : No, learners license only.

EDUCATIONAL BACKGROUND

Secondary _____ : Spine Road High School

Highest Standard Passed : Grade 12

Tertiary education : 2nd Year

WORK HISTORY

Positions Held:

Dimensions Data: Merchants/iiNet

From 11 April 2016 - To 24 September 2019

Senior Customer Service Representative

Responsibilities:

- Manage and support fellow agents
- Sharing of my knowledge
- Assisting agents with queries
- Mentoring agents to reach their goals
- Coaching
- Assisting the manager perform their daily duties
- Taking escalations
- Write Company/ product based articles for internal access to assist fellow agents in completing their daily duties whilst assisting customers.

TECHNICAL SUPPORT:

Responsibilities:

- Assessing the situation
- Solving and assisting the customers issues to the best of my ability
- Making sure the customers remain happy and that they receive nothing but the best
- Lodging faults
- Vet fault tickets
- Troubleshooting
- Scheduling technician appointments with user
- Escalate faults
- Adhering to a schedule

BILLING

Responsibilities:

- Assisting customer with their accounts (invoices, credits, creation of accounts and services, taking payments, emailing customers etc.)

Reason for Leaving: Better opportunities and growth.

Positions Held:

WNS Global Services

From 11 March 2020 – To April 2022

Customer Service Representative

Responsibilities:

- Setting up accounts.
- Cancelling existing accounts.
- Scheduling technician dates.
- Sending out daily reports.

Reason for Leaving: Inconsistent due to covid 19

Position Held:

RSAWEB internet services

From 1 May 2022 – To Current

Service Desk Agent

Responsibilities:

- First line troubleshooting with inbound clients while completing daily tickets. Meeting KPIs and exceeding client experience.
- Troubleshooting devices as well as connection related issues. Setting up emails, routers, extenders etc.
- Escalating tickets and always aiming to meet the required SLA's. Liaising with technicians to make sure clients requirements are met.

Summary of attributes

Excellent interpersonal skills, organized, professional, cooperative, trustworthy and team player.

Punctual, goal orientated and perform well under pressure.

Proficient in MSWord, Excel, PowerPoint Presentation

Personal interests

Hobbies: God, music and football

Personal Attributes: Honesty, hardworking, cooperative, fast learner, team player, motivated, I cheerful positive attitude, and independent, ready to take challenges.

Reference

Merchants (iiNet)	Maurice Davids
Contact:	083 408 7009/021 468 6813

Merchants (iiNet)	Yusuf Waja
Contact:	0786498424
WNS	Morgan Thomas
Contact:	0836709819
RSAWEB	Talitha Rochoy
Contact:	0826782099

*Notice period: one month

*Own transport