

***Kaylene Isabel Samson**

***Contact Information:**

- Identity Number: 9812090437087
- Address: 445/2 Second Avenue, Mid Ennerdale, Johannesburg
- Languages: English, Afrikaans
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Professional Summary:

Experienced administrator and call center agent with over 4 years in customer service, sales, and general office work. Comfortable handling calls, capturing data, managing schedules, and keeping records up to date. Known for being reliable, organized, and easy to work with. Always willing to learn and help where needed. Recognized for excellent communication skills, attention to detail, and strong organizational abilities in fast-paced environments.

Education:

- Fred Norman Secondary School (2017)
- Grade 11, English, Afrikaans, Mathematics Literacy, Life Orientation, Geography, Economics, Tourism - MSC Corporate Academy (2023)
- Customer Service NQF Level 4
- Business Administration NQF Level 3

:Work Experience:

- **Johnnic**
(January 2020 - November 2020)
- Inbound/Outbound Call Center Agent
- Reference: Geraldine Pailman (Team Leader), 084 062 4623

- **HSRC (Temp)**
(January 2019 - December 2019)

- Data Capturing
- Conducted interviews with over 1,000 participants for HIV research
- Accurately captured data with a 99% accuracy rate
- Assisted with administrative tasks and reception duties
- Reference: Sheena (HR Manager), 079 164 8257

- **In-Quest Collections**

(February 2021 - June 2022)

- Collection Agent (Inbound/Outbound)
- Successfully collected payments from over 300 clients, resulting in a 30% reduction in arrears -

Resolved customer queries and concerns in a professional and timely manner - Reference: Odette Samson (Supervisor), 073 593 1183

-**Netflorist**

(January 2024 - March 2024)

- Temporary Customer Service Agent
- Assisted clients with placing orders and resolving queries
- Consistently received positive feedback from clients and team leaders -

Reference: Hope (Team Leader), 066 242 0536

HBC Construction – Receptionist/ Administrator
2025 – Present

Managing the front desk and welcoming clients and visitors
Handling incoming calls and emails professionally
Scheduling appointments and meetings
Maintaining office records and filing systems

Assisting with administrative tasks as required

Reference: Zandile 073 050 7566

***Skills:**

- Excellent communication and interpersonal skills
- Strong organizational and time management abilities
- Proficient in MS Office and CRM software
- Ability to work well under pressure and meet deadlines
- Fluent in English and Afrikaans