



# XOLISWA SKOSANA

## Professional Summary

Results-driven and reliable professional with experience in customer service, call centre operations, administration, and client-facing roles. Known for strong communication skills, attention to detail, and the ability to work well under pressure while delivering excellent work.

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## Education

### Diploma in Sports Development and Management

Varsity College  
2011 - Incomplete

### Sports Administration

Boston Campus and Business College  
2008 - 2009

### Matric

Forest High School  
2003 - 2007

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## Skills

- Customer service and client support
- Call centre Operations (Outbound)
- Communication (Verbal and Written)
- Data capturing and Record keeping
- Microsoft Office (Word, Excel, Outlook)
- SAP
- Team collaboration

## Experience

### Call Centre Agent - Nedbank

*Banking, Finance / Newton, Johannesburg*  
2015 - 2018

- Handled outbound calls professionally and efficiently
- Assisted clients with queries, complaints, and account-related requests
- Maintained accurate records and updated customer information on systems
- Met daily performance and quality targets

### Pro/Gym Assistant – Planet Fitness Just Gym

*Health and Fitness / Newtown, Johannesburg*  
2014 - 2015

- Assisted members with general gym queries and customer support
- Supported daily operations, club administration and front-desk duties
- Held classes

### Assistant – Glow Fotobooth

*Leisure / Illovo, Sandton*  
2012 - 2013

- Assisted with setup and client interaction
- Ensured smooth operation of the photobooth during events
- Delivered friendly and professional customer service