CALLCENTRECV · FREE CHECKLIST

Is your call centre CV ready to send?

10 checks for call centre and customer service jobs in South Africa. Tick each one before you apply.

- [ ] **1. Say what kind of work you did**
  Inbound, outbound, sales, collections, technical support, back office or chat. One clear line per job.

- [ ] **2. Put your languages near the top**
  List every language you speak well, and your level. Many centres hire for languages first.

- [ ] **3. Numbers from your calls**
  Calls a day, quality or customer-satisfaction scores, targets met, sales or collections against target. Use only numbers you can back up.

- [ ] **4. Name your systems**
  Dialler, CRM, ticketing and chat tools, headset and soft-phone systems, Excel, typing speed if it was tested.

- [ ] **5. Your results come first**
  Three lines at the top: your role, years of experience and your best result. Not "hard-working team player".

- [ ] **6. Shifts, transport and start date**
  Say if you can work shifts and weekends, how you get to work, and when you can start. Only say what is true.

- [ ] **7. Training and learnerships**
  Matric with the year, any call centre course or learnership with the name and year. Show how you finished it.

- [ ] **8. Be honest about gaps and moves**
  Give start and end dates for each job. A short, plain reason for leaving is better than a gap with no explanation.

- [ ] **9. Contact details that work**
  A cellphone number you answer (with your voicemail set up), a professional email address, and your suburb and town. No ID number needed.

- [ ] **10. Short, clean and spell-checked**
  One to two pages, saved as a PDF with your name in the file name. Ask someone to proofread: call centre jobs test your spelling.

Want it done for you?

CallCentreCV builds a call centre CV from taps on your phone. You see the whole CV free first and pay R149 once, only if you like it. No subscription.

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