



# ABDUL AZEEZ SULTAN

03/12/1991

## PERSONAL PROFILE

I pride myself on being methodical and detail-oriented, ensuring that tasks are completed efficiently and accurately. My excellent communication skills, both written and verbal, enable me to work effectively with colleagues, clients, and stakeholders. I am passionate, and I am constantly seeking opportunities to grow and apply my knowledge. With my proactive mindset and strong organizational abilities, I am confident I can make a meaningful contribution to your team.

## AREAS OF EXPERTISE

- Microsoft Office
- Adobe illustrator/photoshop
- UK based Trio & Verint
- Sage 300 & VIP

## OTHER SKILLS

- Critical Thinking & Problem-Solving
- Adaptability & Resilience
- Leadership & Team Collaboration
- Technical & Digital Proficiency

## DRIVERS LICENSE

- Code 8
- Vehicle Owner : Yes

## EDUCATION HISTORY

### INSTITUTE OF CREDIT MANAGEMENT

#### Credit Management Part 1, 2016

- Forms of Credit
- The role and functions of the credit controller
- Different forms of business ownership and typical risk categories.

### South African Qualifications Authority

#### NQF 4 Call Centre Management, 2019

- Business Communication – written/oral
- Financial and Mathematical Literacy
- Customer Service and Sales Techniques
- Service Levels and Statistical Data Performance and Coaching
- Supervisory Activities

### LONDON INSTITUTE OF BUSINESS

#### Diploma in Accounting and Finance

- Bookkeeping
- Taxation
- Risk Management
- Corporate Governance
- International Finance

## GET IN CONTACT

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## WORK EXPERIENCE

### TEAM MANAGER

Concentrix BPO – Vodafone UK/SA Business | 2023 – Present

- Led a team of customer service representatives to achieve performance targets and service excellence.
- Monitored KPIs, provided coaching, and implemented strategies to improve productivity and customer satisfaction.
- Managed workforce scheduling, handled escalations, and ensured adherence to company policies.
- Conducted performance reviews, developed training plans, and fostered a positive team environment.
- Collaborated with stakeholders to optimize processes and enhance overall operational efficiency

### OWNER/OPERATIONS MANAGER

Blue World Investments | 2020 – 2023

- Established and managed business operations, driving strategic growth, billing and investment decisions.
- Developed financial plans, managed budgets, and ensured profitability through effective resource allocation.
- Led market research, identified investment opportunities, and built strong client and partner relationships.
- Oversaw compliance, risk management, and operational efficiency to maintain business sustainability.
- Directed marketing and sales strategies to enhance brand visibility and revenue generation.

### OPERATIONS MANAGER


CCI Call Centre – Customer Service & Billing for UK clientele | 2016 – 2020

- Performance & KPI Management – Monitoring and optimizing key metrics like service levels, CSAT, AHT, and FCR.
- Process Improvement & Efficiency – Implementing strategies to enhance workflow, productivity, and cost-effectiveness.
- Team Leadership & Development – Coaching, mentoring, and motivating teams to achieve operational excellence.
- Quality Assurance & Compliance – Ensuring adherence to TalkTalk's standards, regulatory guidelines, and best practices.
- Client & Stakeholder Engagement – Collaborating with TalkTalk executives and internal teams to align with business goals.
- Workforce Planning & Scheduling – Managing agent schedules and resource allocation for optimal call center performance.
- Customer Experience Optimization – Identifying trends and implementing initiatives to improve customer satisfaction.
- Crisis & Escalation Management – Handling escalations effectively and ensuring quick resolution of customer issues.

### TEAM MANAGER

Ignition Call Centre – Customer service, billing & Sales for Vodacom | 2010 – 2016

- Sales & Revenue Growth – Driving team performance to meet and exceed sales targets.
- Customer Service Excellence – Ensuring high-quality customer interactions and issue resolution.
- Team Leadership & Coaching – Training and mentoring agents to improve performance and product knowledge.

  
STATEMENT OF ACHIEVEMENTS

Name : **ABDUL AZEEZ SULTAN**  
Identity No.: **9112035128085**

has been found competent against the following Unit Standards for the SAQA registered qualification,

Qualification Name : **71489-Further Education and Training Certificate: Contact Centre Operations : Level 04**  
CREDITS : **142**

Certificate No.
00164026

US ID #	UNIT STANDARD TITLE	CREDITS	RESULTS
10313	Comply with service levels as set out in a Contact Centre Operation	10	Competent
10321	Monitor and maintain performance standards in a Contact Centre	12	Competent
10322	Retrieve and correlate statistical data applicable to Contact Centres	12	Competent
10323	Implement Contact Centre specific sales techniques to generate sales through a Contact Centre	12	Competent
10324	Describe features, advantages and benefits of a range of products or services	6	Competent
10326	Identify customers of Contact Centres	4	Competent
10327	Provide coaching to personnel within a Contact Centre	10	Competent
10331	Identify and analyse customer and market related trends impacting on Contact Centres	10	Competent
119457	Interpret and use information from texts	5	Competent
119459	Write/present/sign for a wide range of contexts	5	Competent
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	5	Competent
119465	Write/present/sign texts for a range of communicative contexts	5	Competent
119467	Use language and communication in occupational learning programmes	5	Competent
119469	Read/view, analyse and respond to a variety of texts	5	Competent
119472	Accommodate audience and context needs in oral/signed communication	5	Competent

  
SERVICES SECTOR EDUCATION AND TRAINING AUTHORITY

## CERTIFICATE OF COMPETENCE

This is to certify that

**ABDUL AZEEZ SULTAN**  
**9112035128085**

Has been found competent against the registered qualification

**Further Education and Training Certificate: Contact Centre Operations : Level 04**

**SAQA ID: 71489**  
**CREDITS : 142**

Issued under the Skills Development Act, 1998 (Act no 97 of 1998)

Date issued : 13 March 2019

  
Armanda Buzo  
Chief Executive Officer  
For and on behalf of Services SETA



CERTIFICATE NUMBER : 00164026  
This Certificate is issued without retention or amount of any kind

**1809736**



**CONCENTRIX UNIVERSITY**

# CERTIFICATE

OF TRAINING COMPLETION

Azeez Sultan

has successfully completed the training

Final Exam: Lean Six Sigma Black Belt

On 6/8/2023

Concentrix is a global leader in Digital Customer experience. This certificate is issued by Concentrix as part of Concentrix training program for our employees.  
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