

40 Athens Avenue

Saxon Sea

Atlantis

7349

EE status : Coloured, Female

**Drivers License : Code 8**

**Condensed CV of Laudia Laura – Lee Linder**

**Personal Information**

Cell no: 071 690 2067

Email : [laudialinder30@gmail.com](mailto:laudialinder30@gmail.com)

ID no : 8908110271083

**Experience**

**Title** : IT helpdesk call agent

**Company** : University of the Western Cape

**Duration** : January 2008 to August 2011

**Tasks** : IT procurement

Stock take

First line IT support

Complaints consultant

Data Capturer

Attended Abelusi Training Network : The art of Effective Telephony Skills October 2008

**References :**

Shaffieya Shaw

University of the Western Cape

Contact number : 072 600 6716

Office number : 0219599463

**Experience:**

**Upholsterer - During the year of 2015 and 2017** (Intern at Furntech for the Duration of 3 months)

Designing and planning fabric patterns

(Drawing up a cutting list / sheet)

Working with pneumatic tools

Using Web Cutters

- Diploma acquired in basic upholstery. Diploma can be presented on Request.

**References**

Beryl Aries

Furntech Paardeneiland

Contact number: 0215100088

**Experience :**

**Title** : Agent

**Company** : Merchants Cape Town (Dimension Data)

**Campaign/Outsourced** : Experian

**Duration**: August 12 2019 - June 17 2021

**Tasks** :

Answering calls

Dealing with IT queries

Creating access requests

Logging and Flogging queries via email

Logging and flogging Telephonic queries and requests

Ticket management - Incidents and Requests

Managing Log and Flog of Back office queries relating to niche software packages

Meeting all monthly KPI's

**References:** Naseeb Moses : 0733992324

Shannon Carolus : 0658736527

**Early Childhood Development : NQF Lvl4 Graduated 2024. Please see the Certificate attached**

**ECD : January 2023 – December 2023** (12 months)

**Reference :** EDUbuild Institute [Leeann@edubuildwc.co.za](mailto:Leeann@edubuildwc.co.za)

**Duration** : 16 February 2024 – 10 May 2024 ( 3 Months )

**Experience** : Support staff for after school programs and holiday programs

**Employment** : EPWP / City of Cape Town

**Duties** : Administration

Managing store room

Filing

Reception

Facilitating children between ages 0-18 during recreational activities ( games, sports, socializing)

**Reference** :

**Joshua** : 074 860 4124

Social development and Early Childhood Development

**Motivational Letter**

With a go getter attitude, a passion for learning and the willingness to use creative solutions in completing tasks, I know that this can make me an asset to any forward thinking organization. I am a hard worker with a driven nature. I work well in a team but feel my best when working independently. With the skills I have acquired over time, both in my personal life and professionally, I know I can turn any situation into something better. I believe that with my ability to communicate honestly and openly, it has allowed me to thrive well under pressure. I welcome any opportunity to further the interest of my employer.

Yours truly,

Laudia Linder (Miss)