

C U R R I C U L U M V I T A E

KATRINE BRONWEN Mc MASTER

Personal Data

SURNAME : Mc Master

FULL NAME (S) : Katrine Bronwen

RESIDENTIAL ADDRESS : 135 – 6th Avenue
Edenvale, 1609

CELL NUMBER : 065 250 9707

SEX : Female

ID NO. : 9112230216081

MARITAL STATUS : Single

DRIVER'S LICENCE : Yes

NATIONALITY : South African

HOME LANGUAGE : English

ADDITIONAL LANGUAGE : Sign language

HEALTH : Excellent

HOBBIES : Music, Rowing, canoeing, swimming, boxing, rap jumping
also just mixing and getting to know people.

Educational Qualifications

HIGHEST STANDARD PASSED : Std 10 / Grade 12 (Year: 2010)

SUBJECTS PASSED : English Home Language
Afrikaans 1st Additional Language
Mathematic Literacy
Life Orientation
Business Studies
Consumer Studies
History

Employment History

PART TIME

- 1. Smiley Kids Edenvale** : Nursery and Creche
Position Helped looking after babies on school holidays.
Reference : Gerda 083 285 9992
- 2. Action Sport Bar Edenvale** : Indoor action and Pub
Position : Bartender (July 2011 to November 2012)
On different shifts, day and night till late At
end of nights, cash up.

Reference : Vic 084 508 3908

My comment : I like this job but closing is very late at night so I would prefer
to work permanent on other job.
- 3. Fidelity-ADT security**
Position : Call Centre Agent
Taking calls from clients and dealing with complaints
June 2012 to May 2013
Reference Peter Motola 072 123 2643
- 4. Fidelity-ADT security** : FSC Technical Co-ordinator
: dealing with clients and sorting out technical service call
charges if client disputes
: Dispatching for the co-ordinators when on lunch and if not
at work.
: May 2013 till July 2013
Was moved to Sales Moving Department
- 5. Fidelity-ADT security** : August 2013 till September 2020
: Sales Relocation Agent
: dealt with clients that are moving and confirming if they
would like ADT at their new premises. Dealing with refunds
if a client wasn't cancelled on time.
Doing follow ups on profiles that weren't cancelled by other
agents.
Assisting with web queries that clients have filled in on our
website and allocating them to the correct person or area.
: I deal with over 13 branches, processing the
cancellations and appointments.
: Assisting my supervisor with updating spreadsheets and
other basic admin.

: working with the Fun.com committee. I assist with planning of contact centre events.

: I attended the department employee engagement meetings.

: received a supporting agent of the month award.

: assisting my colleagues with their cancellations and appointment when they are not at the office or have an overflow of work.

Reference:

Carrie Ann Goosen 0823765188

6. The Training Academy

: Teacher

:Teaching Grade 3 English, Afrikaans, Life skills and Maths

: April 2023 till date

Reference:

Liz Hewson on 074 845 4178

GENERAL

I am an outgoing person and is always looking for ways to improve myself. I enjoy working with people. I would like to be employed by a company where I can learn and grow as an individual.

Please feel free to contact me for more information.