

# Charne Ceaser

## TALENT DEVELOPMENT SPECIALIST

---

### OBJECTIVE

I am dedicated and motivated in every aspect of my life, working hard to succeed in all challenges given unto me and those I have placed upon myself. My personality and personal beliefs, morals and ability to communicate well with others are overshadowed by my determination to be successful in life.

---

### EXPERIENCE

#### TALENT DEVELOPMENT SPECIALIST – AMPLIFY5

FEB 2023 – current

- Attend train the trainer sessions with new clients and manage the knowledge transfer process to ensure that the first Amplify5 training delivery meets client and internal expectations.
- Deliver training content and learning solutions to a high standard.
- Up-skill the nominated Client Trainer and the knowledge transfer process so they can own the ongoing induction training delivery requirement.
- Conduct observation sessions during the Client Trainer knowledge transfer process and ensure that appropriate accreditation checks are completed.
- Conduct upskilling train the trainer sessions to new trainers entering the business.
- Manage the handover process between implementation and BAU to ensure a smooth transition.
- Work with the L&D Consultant's when there is a requirement to design content to ensure that they understand client and internal objectives.
- Evaluate the success of each new client implementation, identify areas for improvement and ensure that appropriate changes are made to processes ahead of the next implementation.
- Proactively look for opportunities to drive performance and quality metrics.

### CONTACT

charne2105@gmail.com  
(+27) 84 752 6194  
55 23rd Avenue,  
Elsies River 7490

---

### EDUCATION

Elsies River High School, 2016

---

### SKILLS

Communication  
Leadership  
Dependability  
Computer Literate

---

### ACHIEVEMENTS

Top quarterly QA 2021 – Capita  
Top coach for July 2020 - Capita

- Work closely with the L&D Manager and the Projects team to ensure relevant updates are provided on the Training project actions.
- Provide coaching and feedback as and when required.
- Support and deliver a culture of continuous learning and improvement within the business.
- Keep up to date with developments in Learning and Development by reading relevant journals, going to meetings, and attending relevant courses.
- Build and maintain productive working relationships with colleagues and Management.

### **ADVISOR AND QUALITY COACH AT CAPITA - BRITISH GAS, MARK & SPENCER**

Oct 2018 – Feb 2023

- Providing inbound call services to British nationalities regarding utilities.
- Pitching for additional insurance coverages on utilities.
- Floor walking: Assisting agents when help is needed.
- Side by side coaching.
- Remote call listening.
- Assessing advisory calls.
- Assessing new complaints on department calls.
- Conducted web-chat sales and services to British nationalities.
- Provided telephonic and email assistance to clients on problems.
- Conducted 'cold' calls and services.

### **SUBJECT MATTER EXPERT - RCS**

Apr 2017 - Oct 2018

- Conducted data capturing on Card and Loan applications.
- Captured Income verifications on system.
- Conducted duties as an Inbound and Outbound agent.

## **REFERENCES**

### **Amplify5 – Talent Development Manager**

Zainab Pretorius  
(+27) 66 219 1328

### **Capita – Quality Manager**

Riyadh Nordien  
(+27) 81 787 1064

### **RCS – Team Leader**

Ruqaiya Abdurahman  
(+27) 82 691 6242