



Kathy **Dorman**

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## PROFILE

I am a motivated and enthusiastic individual with a passion for learning and a desire to succeed. With excellent communication and interpersonal skills, I am able to work effectively in a team environment and build strong relationships with colleagues and clients alike. I am also comfortable working independently and taking on new challenges, using my adaptability and problem-solving skills to find creative solutions to complex issues. As a quick learner with a positive attitude, I am committed to achieving my goals and making a positive impact in my work and community.

## EDUCATION

- **Matric Certificate**  
Rand Tutorial College  
2014
- **Business Management (NQF 6)**  
Pearson Institute  
2019 - 2019

## SKILLS

- Microsoft
- Excell
- Critical
- Time Management
- Teamwork

## EXPERIENCE

### ● Sales Assistant

From 2015 to 2016 | Cape Union Mart

As a *Sales Assistant* my responsibilities were to answer incoming calls or emails from customers and provide them with information about products or services. Responding to customer inquiries, complaints, and issues in a timely and professional manner. Resolving customer complaints by investigating problems, developing solutions, and making recommendations to management. Maintaining accurate records of customer interactions, transactions, comments, and complaints.

### ● Sales Representative

From 2016-2018 | Discovery

As a *Sales Representative* my responsibilities were: generating leads, developing new business opportunities, and closing sales deals. I worked to increase sales revenue and market share by building and maintaining strong relationships with customers and clients.

### ● Customer Service Agent

From 2018-2019 | CCI

As a *Customer Service Agent* my responsibilities were answering incoming calls from customers and providing them with information about products or services. Assisting customers with solutions to their queries by taking them step by step through the program or app. Upselling or cross-selling products or services to customers when appropriate. Maintaining knowledge of company products, services, policies, and procedures to provide accurate information to customers.

### ● Customer Service Agent

From 2020/07-2020/10 | Samsung

As a *Customer Service Agent* my responsibilities were answering incoming calls from customers and providing them with information about products or services. Assisting customers with solutions to their queries by taking them step by step through the program or app. Upselling or cross-selling products or services to customers when appropriate. Maintaining knowledge of company products, services, policies, and procedures to provide accurate information to customers.

### ● Hostess

From 2022/06 - 2023/01 | Sandton Hotel

As a *Hostess* my responsibilities are greeting and welcoming guests, providing them with a pleasant experience by escorting them to their tables, presenting menus and ensuring that they have everything they need to be comfortable. Managing reservations, which includes taking reservations, managing cancellations, and ensuring that all reservations are properly recorded. Handling payments and managing cash registers. Working closely with servers and kitchen staff to ensure that guests are served promptly and that tables are cleared and cleaned quickly.

## CERTIFICATES

Thinking

Problem  
Solving

• Communication

• Adaptability

Matric Certificate (2014)

For Matriculating at Rand Tutorial College

Higher Certificate in Business Management NQF 6 (2019)

For completing the Google UI/UX Design short course through Coursera

## References

Manager | Cape Union Mart

**Mr. David Kolm**

Phone: 076-476-3001

Email: davidkolms@gmail.com

Manager | Discovery

**Mr. Jay Moodley**

Phone: 081-561-3026

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Manager | CCI

**Mr. Jay Moodley**

Phone: 081-561-3026

Email: jaymoodley26@gmail.com

Manager | Samsung

**Mr. Jay Moodley**

Phone: 081-561-3026

Email: jaymoodley26@gmail.com

Manager | Sandton Hotel

**Tshidiso Sefatsa**

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## L A N G U A G E S

- English
- isiXhosa
- isiZulu

## I N T E R E S T S



Music



Reading



gaming



Traveling