

# Teverina Davite



## ABOUT ME

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I am a mature, positive and hardworking individual, who always strives to achieve the highest standard possible, at any given task. In my previous roles I have demonstrated my passion for providing excellent customer service at all times. I am highly organised and able to work under pressure, always having the needs of the customers and the reputation of the organisation at heart. I have dealt with customers' enquiries and complaints face-to-face, over the phone and via email. My excellent customer service and communication skills, combined with my relevant work experience, make me a real asset to any organisation that I work for.

## SKILLS

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Work well alone and with a team  
Can work under pressure  
Follow instructions well and delivers quality results

## CONTACT INFORMATION

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## EDUCATION

Pioneer School for the Blind      Grade achieved: Grade 12

Optima College for the Blind

Courses Completed:

Micro Computer Orientation: completed March 2001, refreshment course July 2015

Telephony (Switchboard): completed May 2001

Short Call Centre Course: completed December 2007

## WORK EXPERIENCE

South African Revenue Services: Brooklyn Pretoria

Employment dates: April 2006 - August 2019

Position: Switchboard Operator

Extra duties include: Serving on Employment Equity Committee, Health and Safety (serving on committee and keeping track of new contract for fire equipment and making sure fire equipment is maintained and in working order)

ADT Security: Brooklyn Pretoria

Employment dates: July 2002 to March 2006

Position: Switchboard Operator

## REFERENCES

Available on request