

RESUME – DEBBY WEBSTER

May 2022

Debby Webster has been in the Customer Service, Contact Centre and Service Management Industry for the last 27 years, with expertise ranging across the design, scoping, development, implementation, re-engineering, management and operational running of areas dealing with Customer Service.

During this period she has worked with some major Blue Chip clients in various sectors including banking, mining, petroleum, IT, Government, Municipalities, wholesale and retail. More recently she has been involved with organisations throughout Africa in developing or re-engineering their service offerings specialising in Customer Service training.

Debby is known for her ability to develop people and for developing staff to meet their full potential. Her skills have also been proven by the achievement, and in most instances the exceeding of, standard KPIs through training initiatives, re-engineering and implementation of business processes, as well as providing staff with a clear understanding of their task analysis and KPIs. Staff morale is improved through customised individual career development plans for the staff as well as succession plans.

Debby has a passion for the Service Industry and drives service delivery in line with exceeding customer expectations. Regardless of whether an organisation is in its infancy, a growing or existing concern, customers will demand, and expect, a high level of service and support. An increasing problem is that management often become complacent, resulting not only in a deterioration in the service provided and extremely high levels of customer frustration, but a break down in confidence, resulting in negative feelings by the customers concerned, and this is reflected on the bottom line of the business.

For this reason, Debby decided to form her consultancy – Triskel - to help companies address and resolve the deteriorating service ethics, improve service offerings to their customers and to concentrate on realistic, achievable and measurable deliverables, all of which are factors of business profitability.

The services of Triskel can be divided into four components – process and procedures, technology, facilities and people - all or individual components can be selected depending on the Customer's requirements and all services are underpinned by personal project management of the process by Debby. She has a strong belief that in order to manage an Organisation optimally, you need be able to measure and benchmark the performance of your

Staff, Departments and the overall Organisation and she therefore provides Assessing, Auditing and Benchmarking together with the provision and implementation of recommendations for the rectification of identified gaps.

Debby's services include:

- Auditing and assessment of current environment with feedback and remedial activity recommendations;
- development and facilitation of various training programmes aimed at Customer Service, People and Performance Management, Quality;
- business process design or re-design, process narrative documentation and implementation;
- Customer Experience Journey mapping;
- profiling of staff;
- interview processes;
- job descriptions with associated task analysis and KPIs;
- technology selection and implementation across various areas in the Organisation;
- IVR development;
- quality assurance design and implementation;
- operational manuals and business procedures;
- facility design;
- project management of the rectification plans and implementations.

Debby has also been invited and presented at several national and international conferences and Master Classes on aspects of Customer Service and in particular Quality, and several of her articles on contact centres have been published both locally and internationally.

She is a founder member, Board Member and President of ICCCA – the Independent Customer Contact Centre Association an international association. www.iccca.co.za



Other associations that she is a member of are:


Contact Centre Consultant Network – an association of dedicated independent Contact Centre, Customer Care and Customer Experience Consultants.





Consulting initiatives undertaken by Triskel Consulting since 2010

Name:	Liquid Intelligent Technologies	
Address:	Harare, Zimbabwe	
Nature of Business	Digital Services	
Project Name	Contact Centre Assessment, Service Excellence and Sales Training Programme	
Project Length	3 months	
Principal Contact	Name	Vimbayi Masakadza
	Position	Head of Customer Experience
	Contact	Vimbayi.Masakadza@teamzol.co.zw
Nature and Scope of Assignment	Assessment of Customer Service Department Human Resources - Job Descriptions and KPIs, Development and facilitation of Service Excellence training for 90 staff members in customer service and billing departments	

Name:	Department of Labour UIF	
Address:	Pretoria South Africa	
Nature of Business	Government, Unemployment Insurance Fund, Workmen's Compensation Fund and Head Office for Department of Labour for South Africa	
Project Name	Development of new UIF, Workmen's Compensation Fund and Head Office Contact Centre including CRM components, IVR, Business Processes	
Project Length	3 months	
Principal Contact	Name	Garth Madella
	Position	CTO
	Contact	Garth.madella@alteram.co.za




Name:	South African Civil Aviation Authority	 South African Civil Aviation Authority
Address:	Johannesburg South Africa	
Nature of Business	Civil Aviation	
Project Name	Implementation of Contact Centre for the Civil Aviation Authority	
Project Length	July 2021 to March 2022 – 9 months	
Principal Contact	Name	Ayanda Manunga
	Position	Manager Client Relationship Management
	Contact	ManungaA@caa.co.za
Nature and Scope of Assignment	Development of Service Catalogue for the CRM application, Job Descriptions, Development of all Process Flows across all divisions in CAA, RFP for Telephony Solution, Training of Staff in Customer Service	

Name:	Capability BPO	
Address:	Durban, South Africa	
Nature of Business	Contact Centre BPO	
Project Name	Performance Management Measurement and Monitoring Templates and Guidelines	
Project Length	January 2021	
Principal Contact	Name	Roz Broome
	Position	COO
	Contact	roz@capabilitybpo.com
Nature and Scope of Assignment	Development of Contact Centre Performance Management Measurement Template and Guidelines	



Name:	Centriciti	
Address:	Johannesburg, South Africa	
Nature of Business	Contact Centre BPO	
Project Name	Job Descriptions, Job Profiles and Customer Service Training	
Project Length	January to February 2021	
Principal Contact	Name	Lynn Mayet
	Position	Head of Human Development
	Contact	lmayet@brooksluyt.co.za
Nature and Scope of Assignment	Development of Contact Centre Job Descriptions and Profiles. Training programme.	

Name:	City of Windhoek	
Address:	Windhoek, Namibia	
Nature of Business	Municipality	
Project Name	Customer Service Strategy and Framework	
Project Length	3 Months July to October 2020	
Principal Contact	Name	Elron Ewase
	Position	MD – Tesla Customer Solutions
	Contact	EBawase@teslaes.com
Nature and Scope of Assignment	Development of strategy and framework with particular emphasis on skills development transfer for the Municipality	



Name:	Capitec Bank (including Mercantile Bank Johannesburg)	
Address:	Stellenbosch Western Cape	
Nature of Business	Banking	
Project Name	Service Desk realignment and consolidation, re-design of CRM Application - ITSM, take on of Support Areas onto ITSM – Development of Service Catalogue and IT Business Processes, Training of Capitec Staff in Self Service Logging, Training of IT Departments on Ticket Logging and Management	
Project Length	2 years (ongoing)	
Principal Contact	Name	Willem Bekker
	Position	Manager: Technology Service Management
	Contact	+27 21 941 3118
Nature and Scope of Assignment	Service Desk Assessments, Consolidation of Service Desks , development of IT processes – as is and to be - process design and development, development of IT Service Catalogue for the CRM application including Knowledge Management, On-boarding of IT Support Areas onto ITSM CRM, Quality Assessments design and development, Training – development and facilitation – Customer Experience, Quality, Ticket logging and Management processes and technology	

Name:	Dawn Wing/DPD Laser	
Address:	Isando, Gauteng	
Nature of Business	Courier Service	
Project Name	Customer Service and Contact Centre Assessments and technology selection	
Project Length	3 months	
Principal Contact	Name	Charlize van Dalen
	Position	Head of Customer Experience
	Contact	charlize@dpedlaser.co.za




Dawn Wing/DPD Laser Continued..	
Nature and Scope of Assignment	Assessment of current Customer Contact Centres, investigation and selection of Contact Centre and overall technology for Dawn Wing/DPD Laser

Name:	Bombela Concession Company	 
Address:	Johannesburg South Africa	
Nature of Business	Transport	
Project Name	Contact Centre Training	
Project Length	6 days June 2020	
Principal Contact	Name	Sionel Magaqa
	Position	Learning and Development Manager
	Contact	sionelm@dsg.co.za
Nature and Scope of Assignment	Communication and Decision Making Training for the Gautrain Contact Centre operated by DSG	

Name:	South African Civil Aviation Authority	 
Address:	Johannesburg South Africa	
Nature of Business	Civil Aviation	
Project Name	Business Plan and Operations Model for a Contact Centre	
Project Length	November / December 2019	
Principal Contact	Name	Ayanda Manunga
	Position	Manager Client Relationship Management
	Contact	ManungaA@caa.co.za
Nature and Scope of Assignment	Development of Business Plan, Operating Model and Budget for a new in-house Contact Centre for the Civil Aviation Authority.	



Name:	South African Institute of Chartered Accountants	
Address:	Johannesburg South Africa	
Nature of Business	Institute for Chartered Accountants	
Project Name	Assessment and Integration of back office areas into the Contact Centre. Development of Interview Questions and Scorecard for the recruitment of outbound campaign Agents.	
Project Length	8 months	
Principal Contact	Name	Nazeer Patel
	Position	Regional Executive
	Contact	nazeerp@saica.co.za
Nature and Scope of Assignment	Assess Back Office areas processes, procedures with a view to incorporating into the Contact Centre. Assist with documenting the processes and procedures, creating training material, handhold transfer of functionality, assess the new Microsoft CRM implementation for SAICA and make recommendations for future development and streamlining of processes.	

Name:	Mediland	
Address:	Gaborone Botswana	
Nature of Business	Medical Distributors	
Project Name	Service Excellence Training	
Project Length	October 2019 and ongoing	
Principal Contact	Name	Iqbal Batty
	Position	Managing Partner – Trading Partners, FEZ Education
	Contact	tradingpartnersib@hotmail.com



Mediland. Continued...	
Nature and Scope of Assignment	Service Excellence training courses for all staff in Botswana

Name:	Liquorama	
Address:	Botswana	
Nature of Business	Liquor Stores	
Project Name	Service Excellence Training	
Project Length	July 2019 and ongoing	
Principal Contact	Name	Iqbal Batty
	Position	Managing Partner – Trading Partners, FEZ Education
	Contact	tradingpartnersib@hotmail.com
Nature and Scope of Assignment	Service Excellence day training courses for retail outlet staff in Gabarone and Francistown.	

Name:	South African Institute of Chartered Accountants	
Address:	Johannesburg South Africa	
Nature of Business	Institute for Chartered Accountants	
Project Name	Contact and Interaction Centres Quality Assurance Project	
Project Length	July 2019	
Principal Contact	Name	Nazeer Patel
	Position	Regional Executive
	Contact	nazeerp144@gmail.com



SAICA. Continued..	
Nature and Scope of Assignment	Service Excellence 2 day training course for Back Office areas.

Name:	TicketPro 	
Address:	Grayston Drive, Sandton	
Nature of Business	Electronic ticketing provider	
Project Name	Take on of TicketPro into the new Blue Label Customer Interaction Centre	
Project Length	January 2019 to July 2019	
Principal Contact	Name	Wentzel Gouws
	Position	Operations Manager
	Contact	011 523 3450
Nature and Scope of Assignment	Documentation of requirements for the Microsoft CRM application. Creation of business processes, process narratives, escalation processes.	

Name:	Auto & Truck Tyres 	
Address:	5 Bezuidenhout Road, Wadeville, Germiston	
Nature of Business	Supplier of tyres and associated services	
Project Name	Staff Assessment and Service Excellence Training	
Project Length	March 2019 – March 2020	
Principal Contact	Name	Rob Beaumont
	Position	CEO
	Contact	011 437 6300
Nature and Scope of Assignment	Assessment of current Sales Administrators to prepare a skills gap analysis for training to ready them to move into a new Contact Centre role. Consulting on facilities requirements. Customer Service Training.	




Name:	Tesla Energy Solutions for Erongo Red Namibia	
Address:	1238w Ben Amathila Avenue, Walvis Bay, Namibia	
Nature of Business	Electricity Distributor	
Project Name	Contact Centre Agent, Team Leader and Manager Training	
Project Length	3 Days – 2018	
Principal Contact	Name	Desere van Wyk
	Position	Senior Administrator
	Contact	+264 (64) 271750 Email – dvanwyk@teslaes.com
Nature and Scope of Assignment	Training Contact Centre Agents on Customer Service – Service Excellence Programme and the Team Leader and Manager on Fulfilling Team Leader and Manager functions in the Contact Centre.	

Name:	Core Group	 
Address:	1 Sandton Drive, Sandton	
Nature of Business	Apple Franchise for South Africa	
Project Name	Contact Centre and IT Service Desk Assessment	
Project Length	3 Days – February 2019	
Principal Contact	Name	Lusine Sarikanyan
	Position	iStores and Contact Centre Executive
	Contact	072 300 9229 Email lusine.sirakanyan@core.co.za
Nature and Scope of Assignment	Assessment of existing Contact Centre. Documentation of findings and recommendations for improvement.	




Name:	Sterling Bank		
Address:	Lagos, Nigeria		
Nature of Business	Finance		
Project Name	Contact Centre Assessment and Training		
Project Length	3 Days – December 2018		
Principal Contact	Name	Mbuela Lawawu	
	Position	Odilum Technologies Ltd.	
	Contact	mbuela.luwawu@odilumtechnologies.com	
Nature and Scope of Assignment	Assessment of current contact centre, CRM utilisation, Telephony and IVR, processes and procedures, job descriptions. Training of Consultants, Team Leaders, Trainer and QA.		

Name:	Blue Label Telecoms		
Address:	Sandton, South Africa		
Nature of Business	Telecoms/Prepaid Tokens		
Project Name	Implementation of Contact Centre		
Project Length	January 2018 to August 2019		
Principal Contact	Name	Andrew Murray	
	Position	Group CIO	
	Contact	andrewmu@blts.co.za	
Nature and Scope of Assignment	<p>Development of Business Processes for divisions within Blue Label Telecoms, Development of Request for Proposal for Technology and Facilities, Selection of Vendors, involvement in the scoping and implementation of the Contact Centre, Job Profiling, Staff Selection and Training.</p> <p>Take on of new business areas into the Contact Centre. Oversight of the implementation of new technology enhancements for CRM and Telephony.</p>		



Name:	Institute of research development and Management	
Address:	Mbabane, Swaziland	
Nature of Business	Training/Conferences	
Project Name	Customer Service Awards	
Project Length	2 days October 2017	
Principal Contact	Name	Oliver Museka
	Position	Executive Director - IRDM
	Contact	instituteresearchdvptmgt@gmail.com
Nature and Scope of Assignment	Facilitation of 2-day Customer Service Masterclass	


Name:	Tarsus on Demand	
Address:	Johannesburg South Africa	
Nature of Business	IT Support and Hosting Services	
Project Name	ITIL CRM implementation	
Project Length	2017 3 Months	
Principal Contact	Name	Nadia Schutte
	Position	COO
	Contact	NadiaS@Cloudondemand.co.za
Nature and Scope of Assignment	End to end implementation of ManageEngine for their current IT Service Desk. This includes development of a Service Catalogue, Priority Metrics, Notification and Business Rules, Business Processes and Procedures, training material.	




Name:	BBTE Debt Collectors	
Address:	Johannesburg South Africa	
Nature of Business	Debt Collection	
Project Name	Call Centre Advisory Services	
Project Length	2017 3 Months	
Principal Contact	Name	Mabosigo Molamu
	Position	Manager/Owner
	Contact	mabosigo@bbtedebtcollectors.co.za
Nature and Scope of Assignment	Assessment of current contact centre, CRM utilisation, Telephony, processes and procedures, Quality Assessment scorecards, Job Descriptions. Development of QA scorecards, guides and reporting, Operational Manual, House Rules, Job Descriptions. Training of Consultants and Manager.	

Name:	South African Institute of Chartered Accountants	
Address:	Johannesburg South Africa	
Nature of Business	Institute for Chartered Accountants	
Project Name	Contact and Interaction Centres Quality Assurance Project	
Project Length	2017 3 Months	
Principal Contact	Name	Nazeer Patel
	Position	Regional Executive
	Contact	nazeerp144@gmail.com
Nature and Scope of Assignment	Assessment of current contact centre, CRM utilisation, Telephony and IVR, processes and procedures, Quality Assessment scorecards, Job Descriptions. Development of QA scorecards, guides and reporting, Operational Manual, House Rules, Job Descriptions. Training of Consultants, QA and Manager.	



Name:	Standard Bank Swaziland	
Address:	Mbabane, Swaziland	
Nature of Business	Banking	
Project Name	Service Excellence Training	
Project Length	2 days	
Principal Contact	Name	Oliver Museka
	Position	Executive Director - IRDM
	Contact	instituteresearchdvptmgt@gmail.com
Nature and Scope of Assignment	Training of Call Centre, Switchboard, Receptionists, PA's in Service Excellence.	

Name:	Abacus Insurance	
Address:	Johannesburg, South Africa	
Nature of Business	Insurance	
Project Name	Abacus Insurance Call Centre Implementation	
Project Length	November 2016 - ongoing	
Principal Contact	Name	Gerrie van Niekerk
	Position	Special Projects
	Contact	Gerrie@abacus-insurance.co.za
Nature and Scope of Assignment	Implementation of a new outbound campaign Call Centre for the sale of Insurance Products. Job Descriptions, Advertisements, Interview Scorecards, Telephone Interviews for Team Leaders and Agents, Operations Manual, Training and Testing of CRM and Telephony (Campaign Dialler), Quality Assessment processes and procedures handholding at go live. Development of business processes for various Insurance Product lifecycles together with associated Business Requirements Documents and System Change Requests. Ongoing Job Description development.	



Name:	Deloitte and Touche (BPaaS)	
Address:	Centurion, South Africa	
Nature of Business	Finance	
Project Name	Contact Centre technology review	
Project Length	September 2016	
Principal Contact	Name	Patricia Lawson Smith
	Position	Consultant
	Contact	0823241834
Nature and Scope of Assignment	Assessment of current contact centre CRM application with a view to changing to HEAT. Consolidation of consultants into a contact centre.	

Name:	First City Monument Bank	
Address:	Lagos, Nigeria	
Nature of Business	Finance	
Project Name	Contact Centre Assessment and Training	
Project Length	September 2016	
Principal Contact	Name	Mbuela Lawawu
	Position	Odilum Technologies Ltd.
	Contact	mbuela.luwawu@odilumtechnologies.com
Nature and Scope of Assignment	Assessment of current contact centre, CRM utilisation, Telephony and IVR, processes and procedures, job descriptions. Training of Consultants, Team Leaders, QA and Managers.	



Name:	Ministry of Finance, Internal revenue, Namibia (Savant Consulting)	
Address:	Windhoek, Namibia	
Nature of Business	Government	
Project Name	Contact Centre set up	
Project Length	2016	
Principal Contact	Name	Divinia Fernandes Esch
	Position	Owner – Savant Consulting
	Contact	divinia@savantconsulting.co.za
Nature and Scope of Assignment	Development of HR requirements – Job Descriptions, Advertisements, Schedules, Operational Guides and Rules.	

Name:	Orinoco Call Centre, Botswana	
Address:	Gaborone, Botswana	
Nature of Business	Call Centre	
Project Name	Project Turnaround	
Project Length	2016	
Principal Contact	Name	Jerry Kediretswe / Asnath Bresenco
	Position	Operations Manager
	Contact	asnath.breseno@directbpo.onmicrosoft.com
Nature and Scope of Assignment	Implementation of performance improvement initiatives through various interventions including training of all Call Centre and Back office staff.	




Name:	Ministry of Home Affairs and Immigration, Namibia (FeverTree Consulting)	 
Address:	Windhoek, Namibia	
Nature of Business	Government	
Project Name	Project Turnaround	
Project Length	2 weeks October and December 2015	
Principal Contact	Name	Jonas Alweendo
	Position	Director of IT
	Contact	jonas.alweendo@mha.gov.na
Nature and Scope of Assignment	Assessment of current operations and training for the IT Contact Centre and Back Office staff on Contact Centre, Customer Service and CRM utilisation.	


Name:	Busy Internet Ghana	
Address:	Accra, Ghana	
Nature of Business	Telecoms	
Project Name	Supervisory and Management Contact Centre training	
Project Length	1 week October 2015	
Principal Contact	Name	
	Position	Contact Centre Manager
	Contact	
Nature and Scope of Assignment	Contact Centre Supervisory and Management Training, Work Force Planning and Quality Assurance Training. Development of Job Descriptions, task analysis and KPIs, Skills Metrics, Workforce Schedules, Interview Scorecards, Operational and Management Reporting.	



Name:	Stanbic Uganda	
Address:	Kampala	
Nature of Business	Financial Sector	
Project Name	Supervisory and Management Contact Centre training	
Project Length	1 week October 2015	
Principal Contact	Name	Josephine Nakato Kasacca
	Position	Contact Centre Manager
	Contact	nakatoj@stanbic.com
Nature and Scope of Assignment	Contact Centre Supervisory and Management Training, Work Force Planning and Quality Assurance Training. Development of Job Descriptions, task analysis and KPIs, Skills Metrics, Workforce Schedules, Interview Scorecards, Operational and Management Reporting.	

Name:	Mango5	
Address:	Cape Town South Africa	
Nature of Business	Outsource Contact Centre	
Project Name	Assessment of the current Contact Centre IT.	
Project Length	2 days October 2015	
Principal Contact	Name	Reinhardt Scholtz
	Position	Consultant
	Contact	reinhardt@dreambase.co.za





Name:	Mascom Botswana	
Address:	Gaborone, Botswana	
Nature of Business	Telecoms	
Project Name	Assessment of the current Contact Centre Operations.	
Project Length	1 Week September/October 2015	
Principal Contact	Name	Asnath Mothibe-Breseno
	Position	Chief Customer Management Officer Mascom Wireless
	Contact	asnath.breseno@directbpo.onmicrosoft.com
Nature and Scope of Assignment	Assessment and remedial recommendations for the current practices, processes and the technologies of the outsourced Contact Centre Operations with Orinoco.	

Name:	MBD Credit Solutions	
Address:	Johannesburg	
Nature of Business	Credit Solutions	
Project Name	Compilation of Request for Information/Quotation for Contact Centre telephony dialler and associated peripherals.	
Project Length	1 month 2015	
Principal Contact	Name	Rob Monteith
	Position	Director
	Contact	Email Rob.Monteith@mbd.co.za



MBD Continued...	
Nature and Scope of Assignment	Compile an RFI for the selection of a potential service provider for the provision of a telephony solution for a 2500 seat outbound contact centre. Select service providers who fit the criteria for the telephony solution and after sales service. Evaluate responses and put forward a recommendation for the selection.

Name:	University of Pretoria	
Address:	Pretoria	
Nature of Business	Tertiary Education	
Project Name	Assessment of current Contact Centre with particular focus on telephony and reporting and QA.	
Project Length	13 months 2014 / 2015	
Principal Contact	Name	Kirsten van Niekerk
	Position	Director
	Contact	Email Kirstin.VanNiekerk@up.ac.za
Nature and Scope of Assignment	Snapshot assessment of current Contact Centre. Review of current telephony technology, assessment and re-engineering of reporting. Development of Processes for all University related enquiries into the Contact Centre. Development of QA processes, procedures and scorecards.	

Name:	Afrimax/Vodafone Uganda	
Address:	Kololo Hill, Kampala, Uganda	
Nature of Business	Telecoms	
Project Name	Development of a Contact Centre Blue Print for the first of 14 4G contact Centres in Africa	
Project Length	13 months 2014 / 2015	
Principal Contact	Name	Phil Dungleon
	Position	Management Team Member



Afrimax Continued...	
Contact	Email phil.dunlinson@afrimaxvodafonepartner.com
Nature and Scope of Assignment	Development of Blueprint Contact Centre Plan for People, Process, Technology, Facilities. Develop policies and procedures, business process for the entire business, training and training material. Development of technology requirements (RFI) – telephony – involvement in selection process and implementation. Development of training programmes, coaching and training of staff on applications, QA, Assessments, Operational and Management reporting.

Name:	Nespresso	
Address:	Freda Road, Bromhof, Johannesburg	
Nature of Business	Retail	
Project Name	Contact Centre assessment and process re-engineering.	
Project Length	12 months 2014 / 2015	
Principal Contact	Name	Richard Davidson
	Position	CIO
	Contact	0825686444 Email richardd@nespresso-sa.co.za
Nature and Scope of Assignment	Contact Centre assessment, process and technology reengineering, implementation of new CRM system, development of operational and management reporting, implementation of QA assessments, coaching and mentoring of management, training of Coffee Specialists, development of training material. Development of processes for CRM workflow, UAT, training.	




Name:	Liberty Life	 LIBERTY LIFE
Address:	Braamfontein, Johannesburg	
Nature of Business	Insurance	
Project Name	Assessment of existing Contact Centre	
Project Length	2 months 2014	
Principal Contact	Name	Oren Drath
	Position	Consultant
	Contact	0823346534 Email orend@cicero.co.za
Nature and Scope of Assignment	Assessment and recommendations on existing contact centre – People, Process, Technology and Facilities.	


Name:	ABSA Bank	
Address:	ABSA City, Johannesburg	
Nature of Business	Banking	
Project Name	Development of Sales Operating Model for the Insurance Division	
Project Length	5 months 2013 /2014	
Principal Contact	Name	Oren Drath
	Position	Consultant
	Contact	0823346534 Email orend@cicero.co.za
Nature and Scope of Assignment	Development of a Sales Operating Model, Campaign Management, alignment of technology with the operating model, reporting specifications.	



Name:	YOA - Nigeria	
Address:	Nigeria	
Nature of Business	Insurance	
Project Name	Development of Contact Centre Strategy	
Project Length	5 months 2014	
Principal Contact	Name	Lynnette Morris
	Position	Consultant
	Contact	0832525154 Email lynnette@contactcentrecoach.co.za
Nature and Scope of Assignment	Development of YOA Strategy related to the insurance market in Nigeria and the development of the Contact Centre Strategy aligned to the Vision of YOA.	

Name:	ID (Industrial Development Corporation)	
Address:	19 Fredman Drive, Sandton	
Nature of Business	Industrial Development and Economic Growth	
Project Name	Contact Centre assessment and re-engineering	
Project Length	4 months 2014	
Principal Contact	Name	Sonia Keulder
	Position	Executive
	Contact	(011) 269 3698 Email soniak@idc.co.za
Nature and Scope of Assignment	Assessment and process re-engineering of the Contact Centre. Development of Processes and Procedures. Coaching, mentoring of Contact Centre staff in relation to processes and procedures, Quality, reporting and technology.	



Name:	Consumer Goods Council of SA	
Address:	Hurlingham Office Park, William Nichol Drive, Bryanston	
Nature of Business	Regulatory Authority	
Project Name	Contact Centre assessment and re-engineering	
Project Length	6 months 2013 / 2014	
Principal Contact	Name	Chris Havenga
	Position	IT Manager
	Contact	Email chris.havenga@gs1za.org
Nature and Scope of Assignment	Assessment of existing Contact Centre. Process re-engineering of the Contact Centre, Development of Processes and Procedures. Development of Contact Centre specific Job Descriptions and KPIs. Implementation of Quality Assessments.	

Name:	Tshwane Municipality	
Address:	Jean Avenue, Tshwane	
Nature of Business	Municipality	
Project Name	Contact Centre process re-engineering	
Project Length	9 months 2012 / 2013	
Principal Contact	Name	Mankiti Khaebana
	Position	Director
	Contact	Email MankitiK@tshwane.gov.za
	Coaching, mentoring of Contact Centre Management, skills transfer in relation to people management, training, coaching and mentoring, processes and procedures, reporting and technology.	




Name:	Core Group	 
Address:	1 Sandton Drive, Sandton	
Nature of Business	Apple Franchise for South Africa	
Project Name	Contact Centre and IT Service Desk re-engineering	
Project Length	9 months - 2012	
Principal Contact	Name	Andrew Mundell
	Position	iStores Executive
	Contact	0829241635 Email Andrew.Mundell@myistore.co.za
Nature and Scope of Assignment	Assessment of existing Contact Centre. Process re-engineering of the Contact Centre and IT Service Desk. Implementation of processes, procedures, telephony, QA and CRM. Coaching, mentoring of Contact Centre Management, skills transfer in relation to people management, training, coaching and mentoring, processes and procedures, reporting and technology, applications and training. Define CRM requirements, assess service providers and products. Presentation to Management of short list – pros and cons. Involvement in implementation of new CRM application.	

Name:	Eskom (DeLoitte and Touché)	
Address:	Megawatt Park, Sunninghill	
Nature of Business	Power Utility	
Project Name	Shared Services Service Desk – process reengineering and consolidation	
Project Length	6 months - 2011	
Principal Contact	Name	Rajen John
	Position	Shared Services Manager
	Contact	0824442970 Email Johnrb@eskom.co.za
Principal Contact	Name	Linda Seroka



	Position	Project Manager
	Contact	0829284364 Email Iseroka@deloitte.co.za
Nature and Scope of Assignment	Process re-engineering of the HR and Finance Contact Centres for a Shared Services Facility. Consolidation of the 2 Contact Centres into new premises. Development of processes and procedures. Coaching, mentoring of Contact Centre Management, skills transfer in relation to people management, training, coaching and mentoring, processes and procedures, reporting and technology.	

Name:	JD Group	
Address:	JD House, Siemert Road, Braamfontein	
Nature of Business	Retail	
Project Name	IT Service Desk – Assessment and implementation of World Class Service Desk	
Project Length	16 months – 2009 to 2011	
Principal Contact	Name	Gerrie van Niekerk
	Position	IT Service Centre Executive
	Contact	0824465397
Nature and Scope of Assignment	<p>Assessment of existing IT Service Desk relating to people, process, technology and facilities. Process re-engineering of the IT and Facilities Service Desk. Development of RFP for telephony and CRM application. Evaluation of responses. Project management and involvement in the implementation of processes, procedures, IT – telephony and CRM and QA.</p> <p>Coaching, mentoring of Contact Centre Management, skills transfer in relation to people management, training, coaching and mentoring, processes and procedures, reporting and technology.</p> <p>UAT and go live. Hand holding and monthly audits for 6 months after implementation.</p>	