



JAMAINE SHAIK

Call Center Manager - Sales Manager - Sales Director
Head of Sales - Account Manager - Client Services
Manager - Customer Success Manager

About Me

With 18 years of award-winning, target-exceeding, and result-driven experience in sales, call center, client services, and account management under my belt, I bring a wealth of expertise to the table, consistently exceeding targets, and driving revenue growth.



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95 Tenth Avenue,
Ravenswood, Boksburg

Expertise

- Leadership
- Strategic Planning
- Team Management
- Negotiation
- Critical Thinking
- Communication
- Relationship Building
- Sales Strategy
- Analytical Skills
- Problem-Solving
- Adaptability
- Motivation
- Emotional Intelligence

Experience

Nedbank Contact Center: Umhlanga - Durban
Client Services/ Sales/ Retention/ Corporate Consultant
April 2007 - May 2019
Reference: Caldayne Maharaj - 078 460 8332

Client relationship management, performance monitoring, training and development, technology implementation, strategic planning, risk management, financial analysis, regulatory compliance, product development, and performance monitoring.

iTalk Financial Services: Randburg - Johannesburg
Sales Team Leader/ Sales Campaign Manager/ Call Center Manager
June 2019 - July 2023
Reference: Mughesh Pillay - 074 868 7363

Team leadership, performance management, training and development, workforce optimization, quality assurance, customer service excellence, operational efficiency, communication and collaboration, reporting and analysis, risk management.

Motion Insurance Brokers: Boksburg - Johannesburg
Head: Sales and Recoveries
August 2023 - May 2024
Reference: Phindi Ngwenya - 073 370 7391

Strategic planning, team management, sales forecasting and budgeting, workforce management, quality assurance, customer service excellence, operational efficiency, risk management, communication and collaboration, reporting and analysis, revenue growth.

Education

Crossmoor Secondary
Matric (Merit + 2 * Distinctions)

Moonstone
RE 5 (Representatives)

Mancosa
Bachelor of Business Administration (In progress)