

Curriculum Vitae of Jonathan Franco Tarantal

LOAD CONTROL AGENT

📍 58 Piet Retief, Parow Valley, 7500

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General Information

- Marital status : Single
- Nationality : South African
- Health : Good
- Sex : Male
- Race : Coloured
- ID Number : 970918 5163 083
- Date of Birth : 18/09/1997
- Driver's License : Code 8
- Languages : Afrikaans
English
German

Education

- **Grade 12 (2015)** : Langenhoven High School
Riversdale, Western Cape
- Subjects : Afrikaans Home Language
English First Additional Language
Mathematics
Civil Technology
Computer Applications Technology
Physical Sciences
Life Orientation
- **Goethe-Zertifikat A1**
(Start Deutsch 1)
- Date Completed : 11/12/2018
- **Goethe-Zertifikat A2**
- Date Completed : 29/04/2019

Employment History

TEAM LEADER – Lufthansa inTouch

(September 2021 – January 2022) (Temporary Covid 19 Lockdown Job)

-Competencies

- Taking part in global meetings between various centers across the world.
- Inform agents about new processes and procedures.
- Making sure daily and weekly targets are met.
- Ensuring that quality is up to standard by doing reviews on individual agents.
- Seeking out weak points in agents and finding ways to strengthen them with either training or a different approach to handling a feedback or customer.
- Giving weekly feedback to upper management on the progress of the team.

CUSTOMER SERVICE AGENT – Lufthansa inTouch

(June 2021 – January 2022) (Temporary Covid 19 Lockdown Job)

-Duties: Direct contact with customer via email and responsible for payments.

CENTRAL SORTING AGENT – Lufthansa inTouch

(February 2021 – January 2022) (Temporary Covid 19 Lockdown Job)

-Duties: Arranging feedback into the correct categories by understanding the passenger's complaint and entering all relevant details

GERMAN LOAD CONTROL AGENT – Global Load Control (PTY)

(September 2018 – Present)

-Competencies:

- Safety Awareness & understanding
- Customer focus
- Attention to detail
- Ability to work in a diverse
- Appropriate communication skills and telephone etiquette
- Knowledge transfer and coaching skills Time management & ability to prioritize under time constraints
- Strong sense of responsibility.

WAITER- Lappiesbaai Restaurant, Stillbay

(December 2016 - January 2017)

-Duties: This was a holiday job. Taking orders from customers. Answering questions about menu items, food sensitivities and food substitutions. Giving customers suggestions and telling them about any special menu items. Communicating with customers to ensure satisfaction and resolve any complaints. Removing dirty dishes to avoid any clutter. Processing customer payments. Cleaning tables when customers have finished their meals.

JOB-SHADOW EXPERIENCE- Town Planner, Hessequa Municipality

(April 2015 – June 2015)

-Duties: This was a job-shadow experience. Administration.

Skills

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|---------------------------------------|--|---------------------------------|
| • Hard worker | • Critical Thinking | • Tolerance and Understanding |
| • Persuasive | • Ability to work under pressure and independently | • Strong problem-solving skills |
| • Eager to learn and be of assistance | • Ambitious | • Time management |
| • Good communicator | • Computer Literate (Microsoft Package) | • Customer Service |
| • Analytical Thinking | • Team player | |
| • Ability to lead and succeed | • Value of patience | |

References

- **Mr HS Visser:** Hessequa Municipality
Tel: 028 713 8000
- **Mrs Laetitia:** Lappiesbaai Restaurant
Tel: 028 754 2748
- **Caslynn Petersen:**
Global Load Control
HRTel: 021 415 3934