



With over 40 years' experience exclusively in the call centre and customer service industry, Rod Jones is internationally recognised as a Thought Leader and a Trusted Advisor to corporates, parastatals and government agencies in South Africa as well as many other African and Middle Eastern countries.

As a professional strategic advisor, consultant, industry analyst and professional speaker, Rod provides an extensive range of services concentrating on the strategic planning and operational issues of Call Centres, Contact Centres, Customer Experience and Business Process Outsourcing.

Rod's 'World Class Contact Centres' MasterClass management knowledge development seminars have to date been attended by over 4,800 delegates in 13 countries.

His clients include:

- Dubai Government
- German Government
- Medical Aid Society
- Major Cryptocurrency platform
- Technology vendors
 - Speech Analytics
 - Omnichannel Platform
- BPO Service Providers

His values:

- 'I help decision makers to make good decisions about CX contact centres'[®]
- High ethical standards
- Integrity
- Knowledge sharing







Core Skills:

- Contact centre auditing, assessments, and benchmarking
- Strategic and Tactical advisory services
- Technology auditing and assessment
- Contact Centre procurement models (RFI/RFP)
- Contact centre quality optimisation
- Process design and reengineering
- Executive and Management development and mentoring

Achievements

- Built first contact centre in 1985
- In 1992 formed and first Chairman of SA Contact Centre Development Association
- Board member Direct Marketing Association of SA 1998-2000
- Non-executive Director: Call Centre Networking Group 2001-2003
- Founder and Marketing Director: CallCentreCity Group 2000
- Founding Director: Call Centre Institute of South Africa 2001
- Director: Contact Centre Hub 2005-2010
- Founder and CEO: C3Africa Group 2007-2010
- Member of the Development and Consulting Body: SABS Contact Centre Standards 2004-2008
- Member SABS Technical Committee (TC99) 2008 – Present.
- Former Chairman and Advisor to Standards Review Committee and ISO Liaison.
- Founder / Chairman Independent Contact Centre Consultants Association (ICCCA)
- Fellow of the Chartered Institute of Customer Management
- Judge: BPESA Industry Awards 2019
- Trustee: Thought Leadership Foundation of South Africa
- Professional Member and Former vice president: Professional Speakers Association of South Africa

For a more complete biography and details of service offerings, please visit <https://rodjones.co.za>

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