

CAPEBPO AWARDS 2024

# Semi-Finalists Announcement

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CAPEBPO

FROM CAPE TOWN TO THE WORLD

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# CapeBPO Awards 2024: Semi-Finalists Announcement

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We are thrilled to announce the candidates and companies that have successfully progressed to the **Semi-Finalist Round** of the **CapeBPO Awards 2024!** After a rigorous online judging phase, we have reviewed numerous exceptional entries across all categories. The quality of submissions this year has been outstanding, and we want to extend our heartfelt thanks to all entrants for their effort, innovation, and commitment to excellence in the BPO sector.

All semi-finalists have been notified directly, and we are excited to welcome them to the next stage – the **Face-to-Face Judging Week**, taking place from **16th - 20th September** at our CapeBPO offices (Hyde Park House, Century Way, Century City, Cape Town). These judging sessions will be pivotal in our mission to identify the best talent and companies in Cape Town's BPO sector. We anticipate engaging and insightful sessions as our esteemed judges interact with the semi-finalists in person.

Without further a do here are the

**2024  
CapeBPO  
Awards  
Semi-finalists**

# Top BPO Analyst

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<b>Ivan Magaoge</b>	CCI South Africa
<b>Jeandre August</b>	CCI South Africa
<b>Tevashan Reddy</b>	CCI South Africa
<b>Aftaab Parker</b>	Concentrix
<b>Rhidaa Omar</b>	Concentrix
<b>Zubair Fakir</b>	Concentrix
<b>Sardick Barends</b>	EXL Service South Africa
<b>Zaheer Sayed Umar</b>	EXL Service South Africa
<b>Nadia Muller</b>	SA Commercial
<b>Kishan Raval</b>	Tech Mahindra

# Top BPO Customer Service Professional

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<b>Ruby Appollis</b>	Boomerang
<b>Moegamat Uzayr Isaacs</b>	Callforce
<b>Sarah Xhorana</b>	Callforce
<b>Mogamad Salie</b>	Callforce
<b>Songeziwe Donald Nangu</b>	CCI South Africa
<b>Jay-Dene Brophy</b>	Merchants SA
<b>Miche Theunissen</b>	Merchants SA
<b>Grant Koopman</b>	Merchants SA
<b>Laeeqah Mukadam</b>	Merchants SA
<b>Leandro Antonio</b>	Merchants SA
<b>Rafeeq Davids</b>	SA Commercial
<b>Naledi Sands</b>	SA Commercial
<b>Msimelelo Mawaba</b>	SA Commercial
<b>Mpumelelo Mpho Phala</b>	SA Commercial
<b>Miceala Hosking</b>	Sourcefit SA
<b>Erin Pentolfe</b>	TechM

# Top BPO Marketing / Sales Professional

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<b>Normathamsanqa Dyakopu</b>	Callforce
<b>Imtiyaaz Majavie</b>	Capita SA
<b>Justin Engeldoe</b>	CCI South Africa
<b>Mashrooq</b>	EXL Service South Africa
<b>Vuyiseka Ketani</b>	EXL Service South Africa
<b>Anique Donald</b>	EXL Service South Africa
<b>Jane Siemon</b>	SA Commercial
<b>Marinette Kamanda</b>	SA Commercial
<b>Olivier De Boever</b>	SA Commercial

# Top BPO Operational Manager

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<b>Monde Coba</b>	Ascensos
<b>Siviwe Sigonyela</b>	Boomerang
<b>Misha Wolhuter</b>	Callforce
<b>Samir Samdass</b>	CareerBox
<b>Luyanda N Mbeje</b>	CareerBox
<b>Wade Morar</b>	CCI South Africa
<b>Sfundo Makhathini</b>	CCI South Africa
<b>Dominique Nicholson</b>	Call-lab
<b>Khuthala Phakathi</b>	EXL Service South Africa
<b>Naeemah Allie</b>	EXL Service South Africa
<b>Tasneem Harris</b>	Merchants SA
<b>Paul-Michael Rynhardt</b>	Merchants SA
<b>Salie Sasman</b>	SA Commercial
<b>Laura Fortain</b>	SA Commercial
<b>Chad Claasen</b>	Tech Mahindra
<b>Kelly Porthen</b>	TTEC
<b>Tiaan Groenewald</b>	WNS Global Services
<b>Dean Anderson</b>	WNS Global Services

# Top BPO Quality Professional

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<b>Rudi Cube</b>	BYC Aqua An MCI Company
<b>Raeesa Razia Rahim</b>	CCI South Africa
<b>Karen Doch</b>	Callforce
<b>Margoline Booysen</b>	Capita SA
<b>Shameemah Golding</b>	Capita SA
<b>Mogamad Ighsaan Gallie</b>	Capita SA
<b>Prince Maneli</b>	Capita SA
<b>Zaahirah Salaam</b>	Capita SA
<b>Thia Napoleon</b>	Capita SA
<b>Lwazi Mchunu</b>	CCI South Africa
<b>Renee Pillay</b>	DSG
<b>Naeema Arendse</b>	EXL Service South Africa
<b>Yasmeen Clarke</b>	EXL Service South Africa
<b>Mackeila Arendze</b>	EXL Service South Africa
<b>Priest Telepe</b>	EXL Service South Africa
<b>Yushrah Richards</b>	EXL Service South Africa
<b>Fateeqah Bashir</b>	EXL Service South Africa
<b>Xoliswa Matiwane</b>	EXL Service South Africa
<b>Carl Engelbrecht</b>	EXL Service South Africa
<b>Justin Bartes</b>	IGT Solutions

# Top BPO Support Professional

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<b>Kevin Jacobs</b>	Capita SA
<b>Chantal Oettle</b>	Capita SA
<b>Samir Samdass</b>	CareerBox
<b>Shanice Rajah</b>	CareerBox
<b>Kiona Bodasing</b>	CCI South Africa
<b>Kavitha Annamalai</b>	CCI South Africa
<b>Tinashe Zenda</b>	IGT Solutions
<b>Lorretta Meyer</b>	SA Commercial
<b>Morgan Abrahams</b>	SA Commercial
<b>Keith Bistoli</b>	SA Commercial
<b>Jodie Williams</b>	Sigma Connected
<b>Riedah Fakier</b>	Sigma Connected
<b>Grant Jean</b>	Sourcefit
<b>Mohamed Khan</b>	Ucademy
<b>Shilpi Khaitan</b>	WNS Global Services



# Top BPO Team Leader / Supervisor

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<b>Heetan Parbhoo</b>	Ascensos
<b>Abdol Williams</b>	Ascensos
<b>Sergio Coetzee</b>	Boomerang
<b>Ricky Neethling</b>	Callforce
<b>Zaynoorah Manel</b>	Capita SA
<b>Siyabonga Mkhungo</b>	CCI South Africa
<b>Toufeeq Ackerman</b>	Concentrix
<b>Yolisa Tokwe</b>	EXL Service South Africa
<b>Carmen Lizel Januarie</b>	EXL Service South Africa
<b>Chelsea-Lee van Wyk</b>	IGT Solutions
<b>Thembelihle Hadebe</b>	IGT Solutions
<b>Dielshaad Adams</b>	Merchants SA
<b>Jermaine Rozant</b>	Merchants SA
<b>Bongolethu Mpamba</b>	SA Commercial
<b>Faheemudeen Asvat</b>	Tech Mahindra
<b>Rodger Abrahams</b>	TTEC

# Top BPO Trainer / Coach

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<b>Ursula Ford</b>	Achievement Awards Group
<b>Lauren Valentine</b>	Boomerang
<b>Brody Alexander</b>	Callforce
<b>Mmeli Zondi</b>	Capita SA
<b>Doneshia Fick</b>	Capita SA
<b>Rebekah Harrisanker</b>	Careerbox
<b>Dee Phillips</b>	CCI South Africa
<b>Nandipha Cetywayo</b>	CCI South Africa
<b>Maureen Mankinyane</b>	CCI South Africa
<b>Emika Okonkwo</b>	EXL Service South Africa
<b>Keegan Lakay</b>	EXL Service South Africa
<b>Graham Ma</b>	WNS Global Services

# Top BPO Workforce Planning Professional

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<b>Denver Anthony</b>	Callforce
<b>Ray Smith</b>	Capita SA
<b>Joedan Moodley</b>	CCI South Africa
<b>Shamashen Chetty</b>	CCI South Africa
<b>Zahir Harris</b>	Concentrix
<b>Abdul Aleem Esau</b>	EXL Service South Africa
<b>Denzel Duloo</b>	Foundever
<b>Suleila Phillips</b>	Merchants SA
<b>Aaminah Van Kesteren</b>	Merchants SA
<b>Byron Haupt</b>	Merchants SA
<b>Megan Bell</b>	SA Commercial
<b>Thobela Mnyani</b>	Tech Mahindra
<b>Mohammed Zain Jobe</b>	WNS Global Services

# Impact Sourcing

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**Concentrix**

**EXL Service South Africa**

**Merchants SA**

**Teleperformance SA**

# Top BPO Operator

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**Ascensos**

**Callforce**

**CCI South Africa**

**EXL Service South Africa**

**Merchants SA**

**WNS Global Services**

# Top Community Spirit Initiative

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**CareerBox**

**CCI South Africa**

**EXL Service South Africa**

**Teleperformance SA**

**WNS Global Services**

# Top Emerging Operator

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**amplify5**

**Black Elegance**

**Call Lab**

**IGT Solutions**

**Sourcefit SA**

# Top Impact Sourcing Partner

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**BPO Skills Academy**

**CareerBox**

**Teleperformance SA**



# Top Non-Technical Innovation

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**Ascensos**

**CareerBox**

**CCI South Africa**

**Concentrix**

**EXL Service South Africa**

**Human Xperience x 2**

**SA Commercial**

**Ucademy**

**WNS Global Services**

# Top Offshore Campaign

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**Ascensos x 2**

**Callforce**

**Capita SA**

**CCI South Africa**

**Concentrix**

**EXL Service South Africa x 3**

**Ucademy (Pty) Ltd**

# Top Support Services Provider

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**BPO Skills Academy**

**Call Lab**

**Capita SA**

**CareerBox**

**Concentrix**

**DSG**

**Teleperformance SA**

**Ucademy (Pty) Ltd**

# Top Technical Innovation

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**Achievement Awards Group**

**CareerBox**

**Concentrix**

**DSG**

**EXL Service South Africa x 2**

**Sigma Connected**

**Tech Mahindra**

**Teleperformance SA**

# CapeBPO Awards 2024

We are one step closer to our grand celebration, the CapeBPO Awards 2024 Gala Dinner, set to take place on the 19th of October at the Century City Conference Centre. In true Casino Royale style, we are looking forward to an evening filled with glamour, recognition, and celebration as we honour Cape Town's finest.

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Stay tuned for more updates as we continue on our journey to recognise and celebrate the outstanding achievements within our industry. For now, we are excited to see who will emerge victorious in the next round as we get ready to shine the spotlight on **Cape Town's Best in the BPO Sector!**

Good luck to all our semi-finalists, and thank you once again to all participants for your incredible entries!

Best regards,  
The CapeBPO Awards Team

CAPEBPO AWARDS 2024

# Get in Touch

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CapeBPO Awards

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