



CAPEBPO

FROM CAPE TOWN TO THE WORLD

CAPEBPO AWARDS 2025

SEMI-FINALISTS

CapeBPO Awards 2025: Semi-Finalists Announcement

We are thrilled to announce the candidates and companies that have successfully progressed to the Semi-Finalist Round of the **CapeBPO Awards 2025**! 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 will be notified directly, and we are excited to welcome them to the next stage - the **Face-to-Face Judging Week**, taking place from **22nd - 30th 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

**2025
CapeBPO
Awards
Semi-finalists**



INDIVIDUAL AWARDS

The Gareth Pritchard Award

Giovanni Wildschut

Sigma Connected

Phumelela Thabede

Concentrix

Sean Green

TTEC South Africa

Shameema Solomons

Sigma Connected

William le Roux

Shadow Careers

Zaheer Tahier

Sigma Connected

Top BPO Analyst

Abid Najir Vali Patel	EXL Service
Bryan Lodewyk	Concentrix
Junaid Adams	EXL Service
Kishan Raval	Tech Mahindra
Rhidaa Omar	Concentrix
Rookaida Khan	WNS Global Services
Rushda Booley	Concentrix
Tevashan Reddy	CCI South Africa
Wilfred Bebe	EXL Service
Yaseen Davids	Foundever SA

Top BPO Collections Professional

Apiwe Makapela	WNS Global Services
Brynn Petersen	WNS Global Services
Chleo Taryn Cupido	Sigma Connected
George Bennett	BYC Aqua An MCI Company
Kayde-Lyn Francois	Sigma Connected
Kelly Swartz	Sigma Connected
Leonardo Augustyn	Woolworths Financial Services
Nicholas Noble	BYC Aqua An MCI Company
Shanice Newman	Sigma Connected
Venetia Haarhoff	Woolworths Financial Services

Top BPO Customer Service Professional

Aaqilah Olsen	EXL Service
Amanda Bokuva	IGT Solutions SA
Asemahle Sambane	IGT Solutions SA
Avashni Naidoo	TransUnion GCC Africa
Chadwin Duminy	BYC Aqua An MCI Company
Deen Rudolph	EXL Service
Dene Williams	WNS Global Services
Fundiswa Diniso	IGT Solutions SA
Israa Hoosain	Capita SA
Jodene Clarke	EXL Service
Kayla-Jade May	Boomerang BPO
Mackaylin Herbert	EXL Service
Mishka Matthews	BYC Aqua An MCI Company

Top BPO Customer Service Professional (Continued)

Mohammed Kamaldien	Merchants SA
Muhammad Shabir Daniels	WNS Global Services
Nicole Hartley	EXL Service
Noemie Lolinga Bihombel	TransUnion GCC Africa
Nqobile Tshabalala	EXL Service
Nu-Be Seekoei	EXL Service
Penelope Ndimande	IGT Solutions SA
Rehana Davids	Foundever SA
Saadiqah Jacobs	EXL Service
Siphelele Magazi	IGT Solutions SA
Tamara Williams	Concentrix
Uthmaan Thompson	CCI South Africa
Yakha Sambokwe	EXL Service
Zinzan Hendricks	BYC Aqua An MCI Company

Top BPO Marketing Professional Award

Ashley Erasmus

askOsca Pty Ltd

Doneshia Fick

Capita SA

Taslyn Young

askOsca Pty Ltd

Top BPO Quality Professional Award

Anja Van Wyk	BYC Aqua an MCI Company
Avi Gobind	Concentrix
Haroon Rashid	WNS Global Services
Kauthar Edwards	IGT Solutions SA
Lwazi Mchunu	CCI South Africa
Moegamad Tariq Abrahams	WNS Global Services
Mogamad Igshaan Gallie	Capita SA
Mogamad Sunday	IGT Solutions SA
Nikita Barnes	IGT Solutions SA
Rameez Champion	WNS Global Services
Waseem Hayat	IGT Solutions SA
Zikhona Tyekela	Foundever SA

Top BPO Sales Professional Award

Calemn Baatjies	TP South Africa
Ernestine Enwerem	Boomerang BPO
Justin Engeldoe	CCI South Africa
Justin Lennert	askOsca Pty Ltd
Mas-oodah Arendse	Woolworths Financial Services
Nasiphe Melani	Concentrix
Rory Ely	askOsca Pty Ltd
Santana Reid	Merchants SA
Tina Sassman	askOsca Pty Ltd

Top BPO Support Professional

Business Operations & Project Delivery

Ashton Minaar	Sigma Connected
Atul Sharma	EXL Service
Chelsea Leibrandt	EXL Service
Christel Lategan	Ucademy
Haroon Rashid	WNS Global Services
Jodie Williams	Sigma Connected
Mabatho Maake	TP South Africa
Quasheef Abader	WNS Global Services
Romeo Magobiyane	Capita SA
Rushda Booley	Concentrix
Sid Caballero	EXL Service

Top BPO Support Professional

Commercial & Client Services

Christel Lategan	Ucademy
Jehan Stevens	TP South Africa
Luke Cloete	askOsca Pty Ltd
Marzanne Sigidi	WNS Global Services
Mohamed Khan	Ucademy
Rhidaa omar	Concentrix
Rubina Poonan	TP South Africa
Veronica Cupido-Wakefield	Woolworths Financial Services

Top BPO Support Professional

Facilities & Transport

Kevin Jacobs	Capita SA
Nazreen Harris	Sigma Connected
Salma Adam	Sigma Connected

Top BPO Support Professional

Operational Enablement & People Management Support

Batika Ganda	TransUnion GCC Africa
Bradley Wessels	IGT Solutions SA
Bronwyn Christianson	TP South Africa
Carlin Williams	EXL Service
Cindy-Lee Sumner	WNS Global Services
Fathima Bibi Dindar	Foundever SA
Israa Hoosain	Capita SA
Janine Ross	TP South Africa
Jay-Cee Muller	TP South Africa
Karen Stone	Ascensos SA, a Firstsource Company
Keith Dampies	Boomerang BPO
Leanne Thomas	EXL Service
Leslie Kisten	TP South Africa
Liesl Jacobs-Smith	EXL Service
Lynn Geland	TP South Africa
Mahesh Naicker	IGT Solutions SA
Megan Lesch	IGT Solutions SA
Phumzile Maphumulo	CCI South Africa
Rhema Dlamini	EXL Service
Salmaan Shaikh	EXL Service

Top BPO Support Professional

Technical & Infrastructure Support

Tatum Love

WNS Global Services

Itumeleng Tsiane

Capita SA

Whasfie Raganie

BYC Aqua An MCI Company

Top BPO Team Leader / Supervisor

Armanaud Orlan Mokambo	TransUnion GCC Africa
Ethan Morris	EXL Service
Gaynor Petersen	EXL Service
Krystle Scholtz	Concentrix
Kyle Marshall	IGT Solutions SA
Lindiwe Marseko	IGT Solutions SA
Mishka Leslie	Capita SA
Monique Morris	TP South Africa
Muggamad Fahiem Ficks	TTEC South Africa
Nabeelah Abrahams	EXL Service
Nomvula Sibanda	Digital Solutions Group
Nonjabulo Cibane	IGT Solutions SA
Ubaydullaah Ceres	WNS Global Services
Zhaundre Flandorp	EXL Service

Top BPO Trainer / Coach

Aaieshah Khan	Concentrix
Becky Morris	Sigma Connected
Becky Morris	Sigma Connected
Cindi-Lee Moses	TP South Africa
Delene Metzler	Ucademy
Graham Ma	Digital Solutions Group
Keshini Naidoo	IGT Solutions SA
Kylie Fernandez	CCI South Africa
Lindisipho Jack	TP South Africa
Monica Ndamase	Capita SA
Nabeelah Domingo	Capita SA
Nosiphiwo Majija	Ascensos SA, a Firstsource Company
Sean Green	TTEC South Africa
Shane Chamberlain	IGT Solutions SA
Terri-Ann Creed	CallForce Direct (PTY) LTD
Thatum Skippers	EXL Service
Ziphozenkosi Gungqa	Capita SA
Zoe Davids	WNS Global Services

Top BPO Workforce Planning Professional

Amina Bux	TTEC South Africa
Ashley Cloete	WNS Global Services
Devan Jagger	WNS Global Services
Lesedi Lwate	EXL Service
Lester February	Capita SA
Malrin Govindasami	CCI South Africa
Mikhail Sissing	IGT Solutions SA
Mohammed Zain Jobe	WNS Global Services
Nazeem Davids	Foundever SA
Nazir Rahim	EXL Service
Ray Smith	Capita SA
Roderick Scheepers	EXL Service
Rukieya Mohamed	TP South Africa

Top BPO Operational Manager

Aatiqah Gow	TP South Africa
Arlene Greve	Sigma Connected
Cheryl Classen	Woolworths Financial Services
Cheryl Mie Rose Gonzales	EXL Service
Denver Anthony	CallForce Direct (PTY) LTD
Fudale Charles	askOsca Pty Ltd
Keanu Lakay	EXL Service
Keenan Cox	EXL Service
Khaya Ndaba	IGT Solutions
Leonie Lucas	Concentrix
Lori Jones-Rensburg	WNS Global Services
Mahomed Rowain Rahman	Capita SA
Robyn Wilson	EXL Service
Rushaan Salie	Sigma Connected
Sharonne Dirk	Nimble Credit Solutions
Sier-Che Horng	EXL Service
Tamaryn Adams	WNS Global Services
Brian Ngiba	amplify5



COMPANY AWARDS

Top BPO Community Impact

Concentrix

CareerBox NPC

EXL Service

TP South Africa

WNS Global Services

Top BPO Operator

EXL Service

CCI South Africa

WNS Global Services

TP South Africa

Concentrix

Top SMME BPO Operator

Ascensos Ltd

Boomerang BPO

CallForce Direct (PTY) LTD

Top Digital Solution & Transformation Operator of the Year

CLEVVA

Nimble Credit Solutions

Etapath

TP South Africa

WNS Global Services

Top Emerging Operator

Kocho SA

HGS South Africa

Southwestern Talent

Top Impact Sourcing Operation

**Ascensos SA,
a Firstsource Company**

Concentrix

EXL Service

TP South Africa

Top Impact Sourcing Partner

CareerBox NPC

Ucademy

Top Leadership Development Initiative

CCI South Africa

Concentrix (2)

Sigma Connected

EXL Service (2)

TP South Africa

Top Non-Technical Innovation

CareerBox

CCI South Africa

Lumen Global Business Services

Concentrix (3)

Etapath

Foundever

WNS Global Services

Top Offshore Campaign

**Ascensos SA,
a Firstsource Company
TP South Africa (2)**

EXL Service (4)

CCI South Africa (2)

Capita SA

Concentrix (3)

Boomerang BPO

WNS Global Services

Top Shared Service Centre

EXL Service

Concentrix

Outsourced CFO

Top Support Services Provider

Bluebird Intelligent Transport

CareerBox NPC

Digital Solutions Group

Ucademy

Top Technical Innovation

Concentrix

Tech Mahindra

Concentrix

MoveInSync

EXL Service (2)

WNS Global Services

CapeBPO Awards 2025

We are one step closer to our grand celebration, the CapeBPO Awards 2025 Gala Dinner, set to take place on the 18th of October at the Century City Conference Centre. In true African Glam style, we are looking forward to an evening filled with glamour, recognition, and celebration as we honour Cape Town's finest.

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!

The CapeBPO Awards Team

CAPEBPO AWARDS 2025

Get in Touch

CapeBPO Awards

E: awards@capebpo.org.za

W: <https://capebpo.org.za/capebpo-awards-2025/>