



Contact Center Dynamics Pty Ltd (CCD)

Celebrates 14 years in business in 2021!

CCD can truly celebrate as an HDI 135% level 1 BEE contributor, with an excellent client listing and track record for senior level business consulting, leadership / management mentoring/ facilitation and project management of business consulting projects and learnerships.

Clients over the years have been from many sectors of industry, such as:

Airlines, car rental, cold storage, credit management, disability recruitment, facilities management, financial services, government, insurance, investment, international BPO, manufacturing, media, motor industry, recruitment, retail, security and tyre brands.

Current projects include providing the management facilitation, mentoring and coaching of senior and middle management leaders / managers in the investment, media, credit management and BPO sectors, on the Leadership / Management Qual NQF L5.

Prior client projects have included managing a niche training academy for a leading facilities management company for 5 years, including project management of key training projects both local and international. Voice skills, sales and brand training for a giant leading insurance client nationally and training of senior leaders and aspiring leaders for a leading credit management company.

Desiree Lang, founder & owner, being a registered constituent SSETA Assessor & Moderator was featured in the DTI pilot video showcasing the success of the Monyetla project at the 2008 BPeSA (Business Process enabling South Africa) conference at Gallagher Estate. Desiree won the prestigious "Trainer of the Year" award in 2008 for her excellent work on this project.

In 2010, the company was awarded the project management of learnerships through the national & regional industry body BPeSA. The learners hosted in the security and financial services sectors, successfully completed their learnerships in 2011 receiving their Nat Cert: Contact Centre Support from Services SETA. At the annual industry awards only held in Mar 2011, Desiree was again a national finalist for category "Best outsourced trainer"

CCD excels in providing quality focused services and ROI to all clients. This results in repeat projects from clients and a collaborative partnering in skills development.

We look forward to being your business consulting / skills development service provider of choice!

Management team:

Desiree B Lang (Managing- Marketing & Operations) – Marketing Management (IMM) / Melvin A Lang (Managing-HR, Finance & ICT) – B Comm (UNISA)

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