

## SPOTLIGHT STORY



Impact worker **Morgan Wagner**  
Company **Webhelp**  
Location **South Africa**

**Morgan is a young man in Cape Town, South Africa, who loves his job and has aspirations for the future. However, before getting his current job, he was unemployed for six months. Despite sending his CV to numerous companies, even delivering it in person, he wasn't given an interview. During this time, he was also dealing with the loss of his father and felt a huge responsibility to find work.**

Whilst at the library, he noticed an advert for Harambee Youth Employment Accelerator. He applied, and to his delight, he was invited to a work seeker support day, which included computer skills tests, competency tests, and giving a presentation. After successfully participating in the event, Morgan was invited to join the six-week training program and learned the key skills needed to work in a contact center.

During the training, Harambee identified that he would be a good match for an opportunity at Webhelp. After a further four weeks of in-house training, in which he rated highly on the tests, Morgan was hired as a Core Advisor for an airline company for which Webhelp provides contact center service.

He said: "My role within the company is crucial and I take it very seriously, because I believe a happy customer is your best advertisement. I deal with booking amendments, flight changes and complaints. It's not always easy but I bring positivity to the role to give customers a great experience."

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**THIS JOB HAS MADE ME A BETTER INDIVIDUAL WITH MORE CONFIDENCE AND THE SKILLS TO INTERACT WITH NEW PEOPLE.**

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Morgan now has ambitious plans for the future. "My team leader and I have put a plan in place so that I can grow within the business. Ultimately I would want to become an Operations Manager, and with support, I know I can reach my goal. This job has made me a better individual with more confidence and the skills to interact with new people. I now use my experiences to encourage my friends and family, because I was given an opportunity that has changed my life. I've grown not only in abilities, but in will and determination, due to how much Webhelp has believed in me. Better still, I know I have made my family proud."

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Morgan is one of the new impact workers that Webhelp has hired as part of its pledge to hire 400 new impact workers by the end of 2020, in response to the Global Impact Sourcing Challenge to companies to hire 100,000 new impact workers by the end of 2020.