



ingenico

From Candidate to Client for Ingenico Team Leader

From smart terminals to cloud-based payments platforms and end-to-end terminal management, payment solutions provider Ingenico helps businesses succeed in the payment acceptance ecosystem.

Ingenico's Contact Centre Team Leader Zoran Trajkovski has extensive experience in the contact centre industry. He joined the Ingenico team in 2022, a role he found through David Lloyd at Lloyd Connect. Now, he's working with David on the other side of the desk – as a client.

Of his experience as a candidate, Zoran says, "I applied online for my current role, and David was incredibly flexible. He made time to chat on a Saturday morning because that worked best for me.

"It was all seamless; he put me forward and followed up after the interview. He was open with feedback from the employer and kept me

in the loop at every step. It was a really good experience."

Now, as a client, he says he appreciates David's no-nonsense, straight-talking approach when finding contact centre staff in a challenging recruitment landscape.

"David is down-the-line, straight talking. He'll tell us how it is. So, I know if I need help, I can reach out and feel comfortable dealing with him. The Lloyd Connect team is a solid set of operators too, so I know when we need new team members, I can always just reach out to them."

Looking for a better way to recruit?

www.lloydconnect.com.au