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AMANDA

EMAIL: Amanda.143861@2freemail.com

**PERSONAL PROFILE**

An energetic, motivated and highly dynamic individual with excellent administration, customer service and marketing skills. Career objective: to associate with a dynamic establishment that offers opportunity for personal growth, while utilising my academic qualifications and interpersonal skills to excel the establishment.

**EMPLOYMENT HISTORY**

**RESTAURANT RECIPE MANAGEMENT (U.A.E) January 2017 to November 2017**

**CUSTOMER SERVICE**

* Customer service dine in, take away and delivery
* Handling delivery portals, restaurant line check
* Meeting customer expectations in areas such as timeliness, quality and consistency.
* Handling customer group bookings

**ACCOUNTING EXCELLENCE (SOUTH AFRICA) JANUARY 2014 – DECEMBER 2016**

**RECEPTIONIST JAN – SEP 2014 PROMOTED TO TAX CONSULTANT OCT 2014**

**RESPONSIBILITIES**

* Receiving and screening incoming calls and escalating to relevant personnel.
* File company documents and sort incoming mail faxes and courier parcels.
* Write business letter and reports (BEE letters, letters to South Africa Revenue Services).
* Submission of annual returns to CIPC (Company and Intellectual Property Commission).
* SARS (South African Revenue Services) registrations PAYE, VAT and Income Tax.
* Reply to general information requests with accurate information.
* Capturing of various client source documents onto Pastel.
* PAYE and VAT calculations of various clients and submission to the revenue services.
* Ordering of office supply and stationary, debtors and supplier processing.
* Liaising with the Revenue Service and the Department of Labour on behalf of clients.
* Submission of statutory returns, objections and any Revenue Service related submissions.
* Personal assistant administrations for the company director and accounting manager.

**ALTIVEX 481 cc (SOUTH AFRICA) AUGUST 2008 – December 2013**

**OFFICE ADMINSTRATOR**

* Arranging coordinating meetings for management and clients.
* Manning the switchboard ,taking memos and maintaining the filing system in the office both soft and hard copy.
* Handling the managers diary (meeting scheduling, travel diary etc.)
* Weighbridge payments.
* Liaising with suppliers in different countries (SADC).
* Submission of sales reports to the director.
* Handling enquiries, invoicing and quotations.
* Client account management.
* Submission and application of customs permits to the government.
* Organising logistics, transportation of product.
* Handling border control together with the customs agent.

**TAPVICE ENTERPRISES (ZIMBABWE) JANUARY 2007 – JUNE 2008**

**OFFICE ADMNISTRATOR**

* Switchboard operations, receiving calls and forwarding to relevant personnel.
* Administrations, correct filing of documents manually and electronically.
* Meeting agendas and minutes**.**
* Drawing up memorandums
* Banking and credit control.
* Handling of petty cash.
* Invoicing and quotations.
* Travel arrangements and hotels bookings for director’s business travels.
* Assisting the company directors and diarising their schedules every week.
* Ordering of office supply for the company.
* Data capturing of supplier and customer information.

**EDUCATION**

1.HOSPITALITY MANAGEMENT DIPLOMA (CITY AND GUILDS) DAMELIN COLLEGE SOUTH AFRICA

2.SUPERVISORY DEVELOPMENT PROGRAMME (SWISS SCHOOL OF TOURISM AND HOSPITALITY)

3.LCCI MARKETING (London Chamber of Commerce Industry)

**COMPUTER SKILLS**

* MS OFFICE (Word, Excel, Outlook, PowerPoint)
* Pastel Accounting
* ACT accounting software
* Hotel Software ( Fidelio, Opera, Micros, Pilot, Pixel Point)

**REFERENCES**: Provided upon request.