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**CINDY**

**CINDY.336711@2freemail.com**

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| Objective |  | A highly motivated & diligent professional individual capable of delivering at the highest level. Due to my exceptional rate of fast learning, I have first-rate organisational skills and the ability to produce a consistently high standard of work. With excellent interpersonal skills, I am an effective team player who is reliable and capable of engaging and liaising with a broad range of individuals from a variety of backgrounds. My professional experience to date has provided me a wealth of specialist skills and expertise and I am committed to facing fresh challenges and to pursuing my future career goals, as I possess a record of excellent leadership qualities and skills.  |
| Skills & Abilities |  | * Microsoft office
* Internet skills
* Micros
* Pastel 9 (Quickbooks)
* Administration
* Payroll
* Restaurant Management
* Sales
* Office Management
* Shortlisting/Selection
* Recruitment & Training
* Cashier
* CRM Systems
* WPS Payroll System
* HR Management
* Procurement
* Financial-Budgeting
* Receptionist/Front Desk Agent
* Visa Procedures Management
* Bilingual: English and Afrikaans
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|  EXPERIENCE |  | mix real estate broker llc*OFFICE MANAGER*March 2016- Current* Provide secretarial/receptionist support service to the company and the Director
* General administration duties
* Manage the office and diary and all procurement for the office
* Perform advanced typing work
* Ensure the effective flow of information and documents to and from the company and the office of the Directors
* Scrutinize routine reports/emails and accentuate all key aspects that must be brought under the Director’s attention
* Administration of financial functions
* Assist with the property listing platforms and CRM systems
* Responsible for the payment of wages & salaries via WPS, ensuring all calculations have been checked before submission to H/O for payment
* Liaising with H/O and Accounts on suppliers payments, issuance of payments and other accounting issues such as receivables, deposits, cheque clearances, etc
* Preparing all documents/information to be handed to H/O accountant when needs be
* Manage the Medical Insurance program
* Manage all HR and Recruitment processes including all visa application and processes.
* Ensure all members of *the*MIX team are well versed with the company’s medical insurance policy
* Assisting H/O accountant with feedback and information after liaising with the Director
* Handling of petty cash, ensuring that all monthly filing is up to date regarding debits and credits
* Provide supports/updates to the Director regarding meetings
* Assist with general correspondence, mail distribution, setting-up of staff accounts on the CRM systems, email platforms and where necessary on the relevant social media
* Manage the Social media content, social media culture and all related KPIs
* Obtain reports based on a reporting structure to be agreed upon with the Directors
* Any other relevant tasks as requested by the Director
* Maintain a professional appearance and attitude at all times
* Manage and carry out calls to databases when required to obtain assets and/or promote specific assets
* Assist and propose policies that will enhance the MIX operations
* Ensure all policies are implemented and adhered to by t*he*MIX team
* Conduct research when required to support the Directors
* In charge of *the*MIX Induction program, through which all new and existing team members must be thoroughly briefed on the company’s procedures and corporate culture.
* As part of *the*MIX Induction program, it is required to introduce the team to the overall commission structure covering the different scenarios that may be incurred in the market.
* Prepare and coordinate travel arrangements (Air and Land)

 NATIONAL DEPARTMENT OF AGRICULTURE, FORESTRY & FISHERIES- south africa, CAPE TOWN*PROGRAMME ADMINISTRATOR*May 2015 – Oct 2015 * All administrative duties for the Working for Fisheries Programme
* Handling all queries (written, telephonic and walk-ins) from relevant stakeholders with regard to the Working for Fisheries Programme
* Receive and attend to messages
* Facilitate document flow and file correspondence and other documents
* Handle confidential documents
* Maintain a proper filing system of all documents received
* Make logistical arrangements (including transport, travel, accommodation) for meetings/workshops
* Take minutes during meetings
* Prepare and produce documents, presentations and reports for meetings
* Assist in the procurement of goods and services for the Section
* Keep records and maintain a database of all items procured for the Section
* Assist in vehicle administration

PROVINCIAL DEPARTMENT OF AGRICULTURE- SOUTH AFRICA, CAPE TOWN*ADMINISTRATIVE ASSISTANT/CLERK*June 2010 – Mar 2015* To provide general administrative support with the key performance areas being as follows:
* **Render Line Administrative Support**
* Typing and word processing tasks as required by the office employees.
* Making photocopies.
* Distribution of notices to Community Development Officers in the Districts.
* Sending and receiving faxes.
* Making reservations for officials when required.
* Mail distribution
* Completion/submission of leave forms, Logs, GG Logs, cell phone accounts, S&T claims, trip authorities & wok requests
* Create & maintain databases (regarding projects)
* Ad hoc duties
* **Maintenance of Project Files**
* Open new files & maintenance of existing files
* Ensure files are up to date according to file checklist & audit requirements
* Follow up with CDOs regarding outstanding documentation, due dates for submission of project site visits & progress reports
* Safekeeping of files
* Updating filing system
* Liaison with CDOs regarding unclear/incomplete/lacking information/documentation regarding project files
* **Collation of Proof of Evidence (PoE) and Maintenance of Files**
* Open & maintain new PoE files according to SPIT (Standard Performance Information Template)
* Collate PoE from CDO’s (Community Development Officer) on a quarterly basis
* Follow up with CDO’s regarding unclear/incomplete/lacking PoE
* Ensure accurate completion of SPIT according to PoE
* Verify all PoE targets with FWD-C (Farm Worker Development Coordinator)
* **Secretarial Services**
* Answering telephones & recording messages
* Dealing with clients and referrals
* Assistance with preparations for meetings, workshops, strategic sessions and events (FW Competition)
* Taking minutes
* **Stationery & Registers**
* Identification of stationery needs & procurement for sub-programme
* Safekeeping of stationery
* Creation & maintenance of registers and databases
* **Project Funding Application Process**
* Receive funding applications from all districts
* Capture all applications on district database
* Create files for applications & assign project numbers
* Follow up on lacking documentation
* Create various databases (contact list, district & consolidated project lists to be adjudicated)
* Prepare acknowledgement letters to be posted
* Prepare all documentation & database for project evaluation
* PEC (Project Evaluation Committee) adjudicates each application for funding
* Document information and scores
* Prepare shortlist of proposed applications to be submitted with the submission for DPAC (Departmental Project Allocation Committee)
* Prepare response letters in terms of adjudication to be posted
* Manage project reports (Projects visits, Quarterly Reports & Monitoring and Evaluation Reports) of approved projects

WEZAN BUILDING & CIVIL CONSTRUCTION CC- SOUTH AFRICA, CAPE TOWN*Office Manager: Payroll clerk, PA, Administration*July 2008 – May 2010* Provide a secretarial/receptionist support service to the Managing Director (MD)
* Manage the office and diary of the MD
* Perform advanced typing work
* Ensure the effective flow of information and documents to and from the office of the MD
* Scrutinize routine reports/e-mails and accentuate all key aspects that must be brought under the MD’s attention
* Arrange accommodation arrangements for the MD
* Assist with administration of financial functions
* Assist with payment of wages & salaries, SDL, UIF, all calculations and checking thereof before submitting for payment
* Liaising with accountant (MP Tax)
* Preparing all documents/info to be handed to accountant
* Assisting accountant with any info
* Handling of petty cash
* Ensuring that all monthly filing is up to date regarding debits and credits
* Procurement of stationary for the office
* Serving of tea/coffee, refreshments
* Provide support/updates to the manager regarding meetings
* Assist with the general correspondence of mail distribution
* Filing and monthly maintenance thereof
* General administration duties
* Any other relevant tasks as instructed by the MD

ST ELMOS PIZZERIA- SOUTH AFRICA, CAPE TOWN*FRONT OF HOUSE CASHIER (PART TIME & WEEKENDS)*Jan 2008 – May 2010* Serving customers by taking their order at the counter; waitressing on tables; ensuring all customers are happy; keeping the store neat and tidy; assist with deliveries; ensuring sufficient products are ready for orders; delivering customer’s orders to their homes; cash up.

GOURMET BURGER KITCHEN- UNITED KINGDOM, LONDON *ASSISTANT MANAGER* Jan 2006 – Oct 2007 * **Assisting in the day-to-day management of the Restaurant, including maintenance**
* Support Restaurant Manager in operating the restaurant in a smooth and professional manner
* Support Restaurant Manager in ensuring the Restaurant is fully maintained and services as required
* **Managing the business**
* Ensure daily administration records are complete
* Ensure all stock levels are managed and accounted for in an efficient manner
* Support Restaurant Manager in achieving any targets and budgets (to maximize sales and minimize costs)
* **Support in control of all legal aspects of the business**
* Take responsibility for all food safety, health and safety and licensing aspects of the business
* **Customer Experience**
* Ensure that outstanding level of customer service is provided at all times and exceeding expectations
* Dealing with customer complaints following GBK policy
* **Assisting in recruiting, managing, developing and training the team**
* Ensure that all Front of House and Back of House staff are managed and performing to their best abilities by providing excellent training, developing and reviewing performance on a regular basis
* **Working with Restaurant Manager and Head Chef to ensure that all standards and culture is maintained across the Restaurant- FoH & BoH presenting the Restaurant**
* Ensure that the Restaurant and surrounding area is presentable, organized and tidy at all times, and within keeping GBK Standards using the RMP as a support tool

 CHILD MINDER- UNITED KINGDON, LONDON *NANNY*Sept 2005 – Dec 2005* Sole charge of one child for ten hours (since the age of six months); nappy changing; preparing cooked foods; bathing; putting to sleep; feeding; all nursery duties; taking baby to playgroups, library, park, etc; all general sole charge nanny duties; occasional babysitting in the evenings.

SPUR STEAK RANCHES- SOUTH AFRICA, CAPE TOWN *WAITRESS*Nov 2003 – July 2005* Standard restaurant work: waiting tables in large section of the restaurant; management duties when necessary (when manager is unavailable or needed assistance). Bar work: preparing drinks for orders for tables from behind the bar.

Preparation of food in kitchen of restaurant (when staff is unavailable). Repair and maintenance; stock taking.NANDOS- SOUTH AFRICA, CAPE TOWN *CASHIER (PART TIME/ WEEKENDS)* Sept 2002 – Dec 2002* Working as cashier; taking orders

Experience on MicrosAGAPE BRIDAL BOUTIQUE- SOUTH AFRICA, CAPE TOWN *RECEPTIONIST (PART TIME/ WEEKENDS)*  Feb 2001 – June 2002* General reception work; answering phones; taking messages; taking bookings for dress fittings; diary management for appointments throughout the day; setting up meetings.

Administration work: invoices, filing; writing out of receipts, paying invoices. |
| EDUCATION |  | unisa – current BA DEGREE: Criminology with law stream Introduction to Criminology: Crime, Offenders and Criminal behaviour (distinction)Introduction to Criminology: Victims and Reduction of crimeBasic Psychologoly (distinction) Psychology in SocietyPrinciples of crime Prevention, Reduction & ControlReduction and controlChild and Youth misbehavior (distinction) Dealing with Young offenders (distinction)Introduction to Criminology- Reaction to crime (distinction)Introduction to Law **UNISA- 2011- 2013****BA DEGREE: SOCIAL WORK (NOT COMPLETE)**Introduction to Criminology: Crime, Offenders and Criminal Behaviour (distinction)Introduction to Criminology: Victims and Reduction of crimeBasic Psychologoly (distinction)Psychology in SocietyPrinciples of crime preventionReduction and controlChild and Youth misbehavior (distinction)Dealing with Young offenders (distinction)Introduction to Criminology- Reaction to crime (distinction)Introduction to Law**VARSITY COLLEGE- 2008**Pastel Accounting**EBEN DONGES HIGH SCHOOL 1999 - 2003** Grade 12/Matric: English, Afrikaans, Accounting, Business Economics, Mathematics, Biology |
| ACHIEVMENTS |  | **EVENTTRIX** **2016*** HR & Payroll Management

**PROVINCIAL GOVERNMENT****2014**• Introduction to Office Management• MS Office 2010: MS Word, MS Excel• First Aid: Training Force**2013**• Introduction to Labour Law (Legislation)• MS office: Powerpoint & Outlook• Progressive Discipline for Managers/Supervisors |