****

**CINDY**

[**CINDY.336711@2freemail.com**](mailto:CINDY.336711@2freemail.com)

|  |  |  |
| --- | --- | --- |
| 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 |
| 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 Micros AGAPE 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 – currentBA DEGREE: Criminology with law stream Introduction to Criminology: Crime, Offenders and Criminal behaviour (distinction)  Introduction to Criminology: Victims and Reduction of crime  Basic Psychologoly (distinction)  Psychology in Society  Principles of crime Prevention, Reduction & Control  Reduction and control  Child 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 crime  Basic Psychologoly (distinction)  Psychology in Society  Principles of crime prevention  Reduction and control  Child 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 |