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**CURRICULUM VITAE**

***Personal Information***

**Sharon**

Nationality: South African

Driver’s License: Code 8

Sex: Female

Email: **Sharon.337736@2freemail.com**

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| **Institution**  | **Certificate (s) obtained**  |
| **NOSA** | ASHEPP & Intro to SAMTRAC Certificates |
| **Damelin College** |  Managing Customer Services Certificate |
| **Damelin College** | Conference Exhibitions & Events Management Certificate |

**Language skills: indicate competence on a scale of 1 to 5 (1 excellent; 5 basic)**

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| **Language**  | **Reading**  | **Speaking**  | **Writing**  |
| English  | 1 | 1 | 1 |

**Other skills: e.g. Computer literacy**

* MS Word ,Excel, Power Point and E-Mail & Internet
* NSI in house System at AGS Fraser
* EMS in house System at 3D Design
* Duxbury Braille Printing Systems in house ADA

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| **S U M M A R Y P R O F I L E** |
| **Work, Personal &Behavioural Profile** |
| * Customer Service Orientation
 | * People Orientation
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| * Quality Conscious
 | * “ Going The Extra Mile”
 |
| * Hard & Smart Working
 | * Team Work and Collaboration
 |
| * Ability to work under pressure
 | * Independent Worker
 |
| * Time Conscious & Punctual
 | * Problem Solving /Solution Orientation
 |
| * Attention To Detail
 | * Loyal
 |
| * Professional
 | * Systematic, Organized & Methodical
 |
| * Strong Values
 | * Goal Driven
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| * Listening Skills
 | * Communication ( verbal and written )
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| ***Personal Attributes*** |
| I am a dedicated, energetic and creative individual who believes the key to achieving goals is open and concise communication, collaboration, accountability and respect. I like working with people and I enjoy group projects but also am a self-starter who has strong leadership skills.I am a pro-active, measured, accurate and deadline driven individual who has the ability to handle multiple projects and deadlines. I would be happy to be associated with an organization that builds skill and motivates performance. |

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| **C A R E ER O B J E C T I V E S**  |
| I'm a mature lady, who is hands on and a team player, able to work under pressure without supervision. I have vast experience as a Receptionist, Services Coordinator, and Internal Sales Move Coordinator; currently i am working as an Office Administration Manager for a Non-Governmental Organisation. |

**Professional Experience**

**Africa Disability Alliance Pretoria, South Africa**

**Office Administration Manager / PA to CEO May 2013- to-November 2016**

**Duties**

* Manning the reception, answering switchboard,
* Welcome visitors and giving them background information of the organization.
* Prepare boardroom for meetings, and order drinks and food in preparation of a meeting.
* Schedule meetings for the CEO, Directors and Project Manger
* Manage the CEO’s diary and travel arrangements.
* Screen calls for CEO, and Directors.
* Schedule monthly upcoming missions and diaries them
* Liaison with the Board members of any upcoming events and meetings and arrange for their travel from their respective countries.
* Book conference venues based on value and accessibility
* Processing of visa applications, submission and collection of visas.
* Booking of Flights, accommodation & car rentals for CEO, Directors, Project Managers and participants from all over Africa.
* Liaising with Travel agents and hotel on bookings made for travellers
* Liaison with immigration on visa requirements and assist with documents requested to obtain visas for participants.
	+ Procurement of office stationery, furniture and equipment.
	+ Typing documents, reports, minutes for meetings, invitation letters to participants requiring visas to South Africa.
	+ Printing Braille documents for the Blind.
* Oversee the day to day running of the office and manage the office cleaner.
	+ Office administration, filing, Manage timesheets and manage leave applications.
	+ Liaising with maintenance teams on fixing any faults in the office.
	+ Control and manage register of participants attending meetings conferences or workshops
	+ Check in all participants into hotels; collect their Flight boarding passes as per the Donor’s request.
	+ Arrange for shuttle services from Airport to Hotel and back for participants
	+ Making sure all vehicles are registered, serviced and insured all the times.

**3D Shell Johannesburg, South Africa**

**Services Coordinator June 2004- to 30April 2013**

**Duties**

* Create job files for each and every exhibitor.
* Booking of Flights, accommodation & car rentals for Director & project Managers.
* Prepare files and brief everyone on exhibitor and organizer requirements.
* Assist exhibitors telephonically or personally with their exhibition queries, locally or international.
* Check floor plan against exhibitor list by organizer
* Liaising with the organizer on all information pertaining to the show.
	+ Responsible for placing orders & following them up
	+ Prepare files and brief everyone on exhibitor and organizer requirements
* Assist exhibitors with any quires and service related problems e.g. electrics , stand structure ,
	+ Provide general on- site office administrations (liaise with the organizer and pass the information to the relevant people).
	+ Reconcile the account spread-sheet with the actual orders placed as well as exhibitor and suppler invoices.
	+ Ensure that all exhibitors orders ( Furniture , carpeting , electricity and Fascia names are ordered , delivered and in time when the exhibitor arrives for build up
	+ Coordinate and Mann 3D Shell Services Help Desk ( Take on – site orders and collect payments )
	+ Filing after show, typing of quotes, setting up of price lists.
	+ Collaboration, planning and organization, integrity, client focus, teamwork, communication, relationship management, results orientation, information gathering, technical skills and knowledge.

**AGS Frasers International Johannesburg, South Africa**

**Internal Sales/Move Coordinator April 2007 September 2008**

**Duties:**

* Arranging packing & removal of client’s household effects, for LCL, FCL, Groupage and Air shipment.
* Handling telephone enquires queries and booking surveys between a sales consultant and client.
* Requesting for rates from agents all over the world, for shipment quotation purposes
* Typing on MS Word, Excel and in house system NSI
* Booking containers and liaison with the shipping department.
* Client Liaison from start to end about shipment and informing clients about different customs regulations.
* Dealing with client requests for proposals: (Typing quotes and following them up)Making sure that client has correct documents to ship his/ her household effects to wherever they are emigrating to.

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| **S K I L L S S U M M A R Y** |
| * Prioritizing
 | * Attention to Detail
 | * Teamwork
 |
| * Thinking Ahead
 | * Technology Skills
 | * Professionalism
 |
| * Communication
 | * Compliance
 | * Multi-Tasking Skills
 |
| * Writing
 | * Organization/Flexibility
 | * Computer Proficiency
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I declare that all the information furnished on the Curriculum Vitae is complete & correct to the best of my knowledge. I understand that any false information supplied could lead to my application being disqualified or discharged if I am appointed.