

**HAZEL**

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Date of Birth: 24 February 1987

 **OBJECTIVE**

Female professional with over 7 years Administrative & Customer Service experience. Currently seeking an Office Administration / Coordinator position in a multicultural organization with a positive work culture.

**PROFESSIONAL SUMMARY**

• Energetic, positive team player with an excellent work ethic, flexible and dependable. Able to learn quickly and clearly communicate regulatory guidelines.

• Great personality, poised and confident. I aim to elevate the client’s experience by consistently maintaining a cheerful attitude.

• Comfortable in communicating with people from various cultures, adapt at changing gears when situation dictates. Active listener, practiced in resolving customer complaints and promoting conflict resolution.

• Always striving to exceed customer’s expectations when it comes to offering service.

**EDUCATION& TRAINING**

**International Computer Driver’s License Certificate(ICDL)** : Ms. Word , Ms. Excel , Ms. Access, Ms. PowerPoint, IT Security , Internet, Computer Essentials & Outlook.

**Zimbabwean Curriculum High School Certificate:**Subjects include English, Mathematics and Accounting

**Restless Development:**International Youth Foundation’s Passportto Life Skills Initiative and Work Readiness

**EXPERIENCE**

**Twenty Third Century Systems (System Application Products -SAP)**

Position : Administrative Clerk

Employment Period : February 2015 to December 2016

**Overview:** Promoted from Receptionist to Administrative Clerk after excelling as a Receptionist based on objective performance reviews and measurable results.

**Responsibilities**

* Ensured the smooth running of day to day office administration which included compiling and maintaining records of business transactions and office activities of establishment.
* Prepared, issued and sent out receipts, bills, invoices, statements and checks.
* Opened and routed incoming mail, answered correspondence and prepared outgoing mail.

**Twenty Third Century Systems (System Application Products-SAP)**

Position : Receptionist

Employment Period : January 2012 to January 2015

**Overview:** Twenty Third Century Systems is a business solutions provider which has been implementing SAPacross Africa and Middle East in sectors such as government, mining, manufacturing, social security as well as tax and revenue collecting agencies. They hired me because I was qualified for the job and I also convinced the interviewer that I can do the work and deliver exceptional results.

**Responsibilities**

* Managing all incoming and outgoing phone calls while providing basic information when needed. I also managed a busy switchboard. Twenty phone calls per day on average.
* Welcoming company visitors, clients in a professional, courteous manner.
* Attending to enquiries. Dealing with a range of visitors on a daily basis and handling anything from general enquiries to complaints, I could do this over the phone, face to face or even online.
* Assist with travel arrangements for executives.

**Steers Restaurant Zimbabwe**

Position : Waitress (Cashier)

Employment Period : January 2011 to December 2011

**Responsibilities**

•Input orders into the system.

•Collect payments from customers.

•Explain how various menu items are prepared, describing ingredients and cooking methods.

•Assist host or hostess by answering phones to take reservations or to-go orders.

**Jize Travel & Tours**

Position : Travel and Tour Coordinator

Employment Period : January 2009 to November 2010

**Responsibilities**

* Address business, family and vacation travel needs.
* Planning the travelling circuit, lodging and other arrangements.
* Selling local and international holiday packages.
* Plan the event before it takes place. This typically included evaluating cost, potential revenue and interest.
* Organizing local day tours to places of interest.

**INTERESTS**

* Travelling
* Cooking
* Camping
* Cricket