**SHANAAZ**

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**PERSONAL PROFILE**

I am a dynamic, energetic worker seeking a challenging and rewarding career. I enjoy teamwork, as I believe it is the success to any business. I am a deadline driven, self-starter who has the ability to multi task. I have good communication skills, both written and spoken, and on an interpersonal communication level I can interact with people across the hierarchical spectrum of management. I thrive on the challenge of problem solving. I am someone who strives for excellence in every career opportunity that is awarded to me

**PERSONAL INFORMATION**

Age:

Marital status:

Dependants:

Health:

39

Married

2

Excellent

**HIGH SCHOOL**

|  |  |  |
| --- | --- | --- |
| **Institution:** | Arcadia Senior Secondary |  |
| **Highest Std. Passed:** | Matric |  |
| **Subjects Passed:** | Afrikaans 1st Language HG |  |
|  | English 2nd Language HG |  |
|  | Business Economics HG |  |
|  | Economics HG |  |
|  | Accountancy SG |  |
|  | Typing SG |  |
| **Year:** | 1993 |  |
|  |  |  |

**SKILLS ACQUIRED**

**COMPUTER SKILLS (Basic)**

* SAP / R3
* SAP Lynx
* Ariba Spend Management
* Qlikview
* IMS data
* Repwise
* Microsoft Word
* Microsoft Excel
* Internet Explorer
* Power Point
* Switchboad

**EXTRA COURSES**

* Basic Mortgage Loans Course – NBS Bank ( 2000)
* Basic Credit Assessment - NBS Bank (2001)
* Microsoft Excel 1,2,3 (Wesbank/FNB) 2003)
* Environmental Management Health & Safety Rep – Wesbank (2009)
* Project Management – Wesbank (2009)
* Microsoft Excel level 2 – Johnson & Johnson (2016)

**GENERAL SKILLS**

* Good Communication skills – writing, speaking, presentations, interpersonal skills
* Working independently and using initiative; ability to multi task
* Client service orientated
* Strategic Thinker
* Ability to be a group participant and promote group work
* Handle complexity
* Time Management
* Attention to detail, conscientious and co-operative
* High energy levels, work ethics, standards and integrity
* Strong problem solving skills

**CAREER HISTORY**

**Current Employer**

***Johnson & Johnson (Pty) Ltd***

**Position:** Supply Chain Buyer/Planner

**Duration:** **01st February 2013 – current**

**Responsibilities:**

* Plan, control and manage Finished goods items to ensure that replenishment plan/ national sales demand can be met.
* Create and release purchase orders to Region and Third party suppliers / Contract packer within agreed lead times.
* Manage orders and goods receipts, release and payment to vendors.
* Create orders for packaging materials as required for repacking of bulk products received.
* Monthly reconciliation of packaging materials with Contract Packers.
* Close liaison with key role-players within Supply Chain / Contract Packers to ensure replenishment plan attainment and customer service levels are met.
* Control and review inventory ensuring that inventory targets are achieved and continuously improved.
* Responsible for logistical planning process for all imported finished goods Responsible for updates to Regional systems as required.
* Goods Receipt of DSV invoices and manage mismatch of invoices within SAP lynx
* Issue Freight statements for customs clearance for all imports
* Issue Clearing instructions to DSV for all sea and air shipments including medical certificates for OTC products.
* Master data changes update MOQ/IOQ MRP data
* Material determination setup
* BOM setup
* Create new root or version codes as required
* Co-ordinate clearing of shipments with clearing agent
* Manage deliveries of imported products with Logistic service provider DHL
* Attend project meetings on products within my portfolio
* Manage all new NPI’s with marketing to ensure samples and listings documents are available for KAMS to list product with customers
* Liaise with Quality and lot release for the release of all OTC products to ensure documentation checking is in order
* Manage OTC secondary testing with external labs and manufacturing plants
* Monthly preparation and submission of data to Finance.
* Ensure maximum optimization in relation to the time and cost of shipping
* Assist with data analysis and report creation within the Supply Chain Department as required
* Complete monthly Plan Attainment for External Manufacturers/suppliers
* Manage OTIF (on time in full) report for all suppliers
* Daily inventory report – share with all stakeholders
* Apply for ITAC, SAPS and MCC permits for the import of Pseudoephedrine for the Benylin 4 flu tabs
* Assist Marketing and Regulatory with artwork packs
* Ensure registration certificates for import products are up to date
* Obtain samples for regulatory affairs dept for SSA countries

**Position:** OTC Pharmacy Sales – Sales Administrator/PA Duties

**Duration:** **01st November 2010 – 31st January 2013**

**Responsibilities:**

 Plan and submit the monthly sales agent and internal sales commission accruals to finance

 Updates PDA database and Repwise system on a daily basis  Extract Qlikview data on a monthly/weekly basis

 Extract Reports of Cognos system for business reviews for RM’s and KAM’s  Extract Sales Analyser reports for performance management by territory  Submits monthly sales expense reports to finance for processing

 Calculate sales agent commission payments based on results OTC & Mass brands

 Assisting the Sales managers on group and brand related sales projects

 Calculating quarterly commissions for all OTC sales reps and process to HR for payment

 Monthly sales reports to Trade customers

 Manage monthly expenses of Sales reps and submit to GRX for payment

 Calculate Month end sales commissions for Pharmacy reps and Trade customers

 Draft Annual Trade agreements for all Pharmacy channels

 Ensure documentation is in order for annual audits by Regulatory

 Work closely with Regulatory team to ensure imported products are tested as per Dossier

 Build shipments for MCC post importation exemption application



 **PA duties**

 Manage Diary and make bookings for OTC National Sales Manager  Schedule Trade visits for pharmacy/sales reps

 Organize samples and boot stock for Pharmacy/sales reps

 Assist with opening conference meetings and arrange travel and accommodation

 Organise meetings and take minutes

 Handle all courier parcels and post

 Screen calls and take messages

 Handle all enquiries

 Meet and welcome visitors

**Position:** OTC Marketing Dept – Marketing Co-ordinator

**Duration:** **01st July 2010 – 31st October 2010 – 4mnth contract**

**Responsibilities:**

* Maintain and manage the Marketing Job Bag system
* Set up and maintain job bags for all key promotional activities and programs
* Ensure that all job bags contain
  + - **APS approval and evaluation documents**
    - **Samples of marketing briefs to agencies/saleforce POS samples where applicable**
    - **Diarise due date for evaluation and remind PM’s**
* Managing the liason between agencies and Regulatory with regards to the amendment and approval of advertising and promotional activities excluding brand bulding POS
  + Managing Sign off process
  + Ensuring adherence to SOP
  + De-brief amendments to agencies
  + Follow up with agencies WRT amendments
  + Attendance of weekly status meetings
* Providing support to Brand Managers from an administrative perspective
  + - **Ensuring cost requests and invoices tie up with corporate and BPCS requirements**
    - **Input of all A&P Non-stock requisitions/CE’s for the marketing department**
    - **Execution of BPCS requisition and receipting invoices**
    - **Maintain a filing system for the brand managers on cost requests and invoicing liaison with suppliers, the finance department and brand managers**
    - **Implementing a CE & PO tracking system**
    - **Request accruals from brand managers and submit to finance timeously**
* Managing the liason between agencies and Regulatory with regards to the amendment and approval of advertising and promotional activities excluding brand bulding POS

***YSM TRANSPORT SERVICES CC***

Postion: Office Manager

**Responsibilities:**

* Manage fleet and drivers
* Administration duties
* Weekly Banking and wages to staff
* General office cleaning and overseeing drivers and cleaning staff
* Reception Duties/Switchboard

***Wesbank Corporate – Vehicle & Asset Finance***

**Position:** Marketing Assistant/Credit clerk/PA Reception/Switchboard

**Duration**: August 2007 – December 2009

**Responsibilities:**

* Assist Sales Marketers with administrative support
* Reception Duties/Switchboard
* Assist Clients on arrival for appointments with marketers to sign contracts
* Diary Management of Marketers – Schedule meetings and appointments
* Drafting of Instalment sales agreements and signing up customers on request from Marketer
* Obtain insurance from various insurance companies for vehicles and goods financed by Wesbank
* Process payments to Dealerships
* Process payments to Corporate Clients eg. AMC Classic, Waste Mart, Triamic Plant, Deli Spices, Melomed Holdings.
* Monitoring and processing of Provisional Payments as per contract terms clauses
* Process and monitoring of Importations of goods received from Foreign countries
* Ensure that all Wesbank’s criteria is met and that all the shipping documents are in place before payment is released to the overseas supplier.
* Checking of Bill of lading, Sars release, SAD 500, Customs worksheet and foreign commercial invoice.

***Standard Chartered (20Twenty)***

**Position:** Sales Credit Consultant (Home loans)

**Duration:** **18 April 2005 – July 2007**

**Responsibilities:**

* Take up all incoming Home loan applications via incoming Fax and Via Baatnet work queues system received from Mortgage originators.
* Review all applications for completeness.
* Ensure all supporting documentation is attached to the application
* If incomplete send email to Mortage originator channel, process all completed applications on Baatnet screens. If Baatnet system approves, process application to credit assessor.
* Once approved in principle, send AIP letter to MO channel, MO channel will advise if client accepts.
* Once acceptance received, request valuation, upon valuation received process back to credit assessor for final decision.
* If approved by credit complete final letter of grant and get approval from registration lead Attorney panel to be used and submit letter of grant to MO
* If MO accepts, forward to Registrations for Instructions to be sent to attorneys.
* In addition: Ensure conditions noted by credit are correctly supplied on the approval in principle letter and Letter of grant. Liaise extensively with Mortgage originators regarding the progress of the application. Ensure that MO adhere to SLA regarding turn-around time and responsibilities agreed. Ensure that the valuer panel deliver within agreed SLA.

***Nedbank Ltd***

**Position:** Team Member Home loans

**Duration:** **07 April 2003 – 15 April 2005**

**Responsibilities:**

* Processing of Home loan applications.
* Process starts with doing credit checks on clients, the outcome of credit check will determine whether you can proceed or reject the application.
* Liaising with Home loan consultants and originators, branches and credit managers
* Follow up whether bond has been approved or declined, communication outcome to stakeholders
* Building good relations with internal and external stakeholders making sure the line of communication is open and transparent
* Monitoring of work queues to provide effective turn around times to all stakeholders.

***NBS Bank a Division of BOE bank ltd***

**Position:** Registrations Facilitator (Home Loans)

**Duration:** **15 December 1999 – June 2002**

***CONSUMER CREDIT***

**Position:** Call Centre Agent/Sales

**Duration:** **December 1996 – December 1999**

***ABSA BANK***

**Position:** Typing Clerk – Typing pool

Credit Controller

Enquiries Clerk

Switchboard/reception duties

**Duration:** **December 1994 – December 1996**