BERITHA



**E-mail:** BERITHA.362067@2freemail.com

**Date of Birth**: 30/11/1986

**Nationality:** Malawian

**Marital Status:** Single

I find challenging positions to be highly rewarding where I can further develop my skills, know-how and quality. I am highly creative, resourceful and goal oriented. A very good researcher, dedicated to excellent service and customer satisfaction. I am a problem solver, enthusiastic and committed to maintaining quality and efficiency throughout my profession.

# PROFESSIONAL EXPERIENCE

**NOV 2013 – May 2016 Damo Resources (Private) Limited**

 ***Office Administrator / Secretary***

* Provided Secretarial services to Executives and Senior Management such as arranging appointments, scheduling meetings, receiving visitors, screening telephone calls, making travel arrangements and responding to requests for information.
* Interacting with senior national and international Management on regular basis
* Purchasing and dispatching of office furniture
* Purchasing and dispatch of stationery, Tea and housekeeping groceries. Took regular inventories to keep up to date.
* Worked closely with Human Resources department, carrying out various tasks as assigned by Human Resources Director
* Creating, maintaining and updating files, retrieving information as and when required.
* Receiving all bills and other documents pertaining to administrative and financial approval, sort and prioritize same for approval by the Manager
* Maintaining data base, visiting cards, address, telephone numbers
* Monitoring and screening all incoming communication for the Management to notice for action.
* Supervision of cleaners to ensure work spaces and the entire office surroundings were kept to a high standard of cleanliness an hygiene
* Supervision of drivers to ensure that priority tasks were attended to first, vehicle allocation according to task to be carried out.
* Preparation of Petty cash vouchers and Expense Claims

**JUN 2010- Aug 2012 *Guest and Tanner Real Estate (Pvt) Ltd***

 ***Secretary / PA to MD***

* Providing secretarial support to the Sales and Letting department
* Receiving MD’s visitors and calls in his absence
* Preparation of sales reports in liaison with sales department
* Preparing Agreements of Sales
* Preparing property advertisements, following up to make sure they appear on the scheduled date
* Handling property inspection to make sure tenants took good care of their dwellings
* Created and maintained an updated tenants database
* Compiling reports on property status
* Typing of all company correspondences, Taking minutes at meetings and proper filing
* Keeping important company documents and retrieving them upon requirement

**JAN 2008 – Jan 2010 *Kingdom Financial Holdings Limited, Zimbabwe***

 ***Customer Services/ Call Centre Agent***

* Switchboard operation operating on 10 public telephone lines
* Answering all incoming calls, screening them and directing them accordingly
* Handling customer enquiries and complaints
* Assisting with Bank Account opening information
* Communicating information effectively to customers over the phone
* Handling angry and agitated customers directly and over the phone

# EDUCATION

**JAN 2007 – Dec 2007** ***EXECUTIVE SECRETARIAL Diploma***

 ***Speciss College - London Chamber of Commerce (LCCI)***

* English for Business
* Legal Environment
* Meetings
* Practical Computing
* Grooming and Ettiquette

***Jan 2006 - Dec 2006 MARKETING DIPLOMA***

 ***Speciss College - London Chamber of Commerce (LCCI)***

* Sales
* Public Relations
* Advertising
* Practical Computing
* Marketing

**2003 - 2004** ***Oriel Girls High School Advanced Level***

* Biology
* Geography
* Chemistry

**2000 – 2002** ***High School Ordinary Level***

* English Language
* Literature in English
* Biology
* Geography
* Intergrated Science
* Shona

# MISCELLANEOUS SKILLS

**Languages:** **English** – Fluent **Shona** – Fluent

**Software:** Proficient in Microsoft Office (Excel, Word, PowerPoint, Outlook, Publisher, Project.)

**Other:** Mushroom growing

 How to start and run a business (Frederick Newman Foundation)

# Professional Excellence Summary:

* Dynamic team player with good interpersonal skills
* Keen and willing to learn new things
* Good verbal and written communication skills at all levels
* Dedicated to excellent service delivery
* Confident work ethics
* Attentive to detail
* Exceptional organizational skills
* Creative and Initiative
* Self-motivated, devoted and decisive.
* Excellent typing skills