**About me:**

I am a highly experienced, efficient and tenacious administrator with more than 10 years’ experience derived from industries such as Retail, Hospitality, Financial Services and Higher Education; functioning across Strategic, Implementation and Administration levels. A devotion to detail, excellent organisational skills and someone who takes accountability very seriously. My sunshine personality gives me the ability to build and maintain strategic relationships in the toughest of situations. A dynamic team member whose positive attitude and willingness to go the extra mile motivates others.

**Summary of skills:**

Leadership | Relationship Building and Management | Sales Management | Operations | Marketing | Administration | Team Performance | Team Development | New Business Development | Account/Client Management | Training and Development | Database Management

**Professional Experience:**

**University of Cape Town, Graduate School of Business | 2014 – 2017**

A postgraduate university and just one of 77 schools world-wide to be “triple-crowned” (schools, which are accredited by AMBA, EQUIS and the AACSB), the school is among the best in the world.

**Academic Administrator | April 2016- Current**

Administrative support to the Academic Director, Academic Manager and the various Academic programmes. Servicing officer to the Master Examinations Committee and Case-writing center.

**Key Responsibilities:**

* Manage and oversee all academic administrative matters that fall within the ambit of the Academic Office
* Ensure the efficient, effective and faculty-compliant completion of critical academic administrative tasks at the GSB
* Independently carry out a host of important day-to-day administrative functions to ensure the GSB’s proper compliance with Faculty, university and department rules and processes
* Manage administrative issues and problems as they arise, in an efficient and professional manner
* Manage longer-terms projects, such as handbook updates, the graduation process, and more
* Servicing officer to the Master Examinations committee and the Case writing Center
* Constantly learn and adapt to the needs of the team and the faculty
* Communicate new regulations, implement new procedures and manage stakeholders at every point of the process
* Assist the Academic Manager and Academic Director in their work

***Achievements within the role***

* Setup the role of Academic administrator, there was no such individual role prior to myself.
* Key player in creating processes that streamline academic administration across all our programs
* was a crucial member involved in the setting up of our MEC, which is a fully operational committee today overseeing research dissertation processes

**Programme Coordinator|Jan 2016- March 2016**

**Key Responsibilities:**

* Managed and coordinated the 2016 Postgraduate in Management programme
* Managed and coordinated the external examining process for the MBA 2015 dissertations

**Database Management | Feb 2015- Dec 2015**

**Key Responsibilities:**

Manage twelve-month project to update and maintain the database of 5000+ personal and academic records for students and Alumni of the GSB.

***Achievements within the role***

* Month on month targets exceeded
* Designed Standard Operating Procedure manual for all database users that are working on records

**Admissions Officer| Nov 2014 to Jan 2015**

**Key Responsibilities:**

Managed applications for the fulltime MBA and modular EMBA programme. This role required me to follow up on leads in order to convert them into successful applications. It required excellent communication skills and the ability to build strong relationships in order to guide the applicant from start to finish of an application.

***Achievements within the role***

* Achieved target on Executive MBA program of 45 students within 2 months

**Professional Experience:**

**Real People (Financial Services) | 2006 - 2014**

Incorporated in 2001, Real People is built on a focused portfolio of businesses. These centre on providing responsible finance to individuals and customer-centric debt management solutions to businesses.

**Regional Manager |Rehabilitative Finance & Branches Division | Nov 2010 to May 2014**

**Key Responsibilities:**

Accountable for six Branches with staff compliment of 35+. Responsible for HR, Training, Marketing and Operations. Reviewing, analyzing and reporting periodically on profit, expenditure and sales.

***Achievements within the role***

* Promoted to this position
* First Region to generate profit of R 90 000 within 7 months within rehabilitative finance
* Selected by Executives to represent Rehabilitative Finance on the Youth Forum Board
* Moved Regional Ranking from Last Place to Second Best in the Country within 1,5 years (2011)
* Top Sales Consultant from my Region, 2 years in a row (2012/2013)
* Five of my Consultants in the TOP 20 Performers of the Country (2013)
* Four of my Branches in the Top 10 of the Country (2013)
* Headed up Merchants Branch Pilot Project generating R 1, 7-mill revenue over a year and a half (2012/2013)
* Reviewed and redesigned the Regional Managers handbook used to train all new regional managers on policies and procedures as well as auditing tips

**Regional Trainer | Branches Division (Western Cape) | July 2010 to October 2010**

**Key Responsibilities:**

Training Support to ten branches with a staff compliment of 50+. Assessing, training and coaching staff on operational and soft skills. Implementation of training plans. Assessing and compiling of training reports for quarterly presentation to Management.

***Achievements within the role:***

* Promoted into this position

**Regional Senior Administrator | May 2007 to June 2010, Junior Administrator | Jan 2006 to April 2007**

**Key Responsibilities:**

Administrative support to 35+ branches with a staff compliment of 100+. Manage, Coordinate, and reconcile all administration requirements for the region. Provided secondary support to 15 branches in Limpopo/Mpumalanga and Northern Cape Division.

***Achievements within the role:***

* Promoted to this position
* Achieved Senior Administrator role, heading up all meetings with all administrators
* Designed and implemented petty cash checking process, rolled out nationally
* Designed and implemented the Administrators handbook

**Previous Assignments:**

* May 2005 – Jan 2006 (8 months): Waitress, Grazia fine food and wine, East London, SA
* Sept 2003 – March 2005 (1 year 6 months): Hostess, Brooklyn Bakery, Gauteng, SA
* Sept 2001 – Aug 2003 (1 year 11 months):Junior Travel Agent, SAA city center – Prisma Travel, Gauteng, SA
* Feb 1999 – July 2003 (4 years 5 months): Head waiter, Romans Pizza, Gauteng, SA
* Aug 1998 – Dec 1998 (4 months): Junior admin/Intern, Magic Travel, Gauteng, SA

**Education:**

1. Associate in Management (AIM) – UCT Graduate School of Business, 2015 with Distinction

2. Facilitate Learning, Train the Trainer – Omni Learning, 2010

3. Travel and Tourism Management – Intec, 2000 (Incomplete)

4. Matric (high School) – Pretoria College, 1997

**Professional Development:**

**Leadership and Mentorship Training | 2009 - 2012**

Essentials of Leadership |Setting Performance Expectations | Reviewing Performance Progress Building an Environment of Trust | Retaining Talent | Delegation & Monitoring | One on one coaching – Strategy | Managing a high performance sales team

**Technical and Skills Training | 2010 - 2012**

FAIS training workshop | Cluster 1 | 31 credits towards the FETC Long Term Insurance NQF 4 qualification | Targeted Selection training – Recruitment | Performance Enhancement Program Training | Architecture of Selling Sales | Smart Screen Application and Biometric Integration | Perception Business Skills Training | Excel Training – Advanced | Presentation skills | Summitfin - Budget Training | Workplace Foundation Training | The winning formula to sales success | Lynda.com – Managing stakeholders

**Associations:**

**Women in Business Committee - UCT Graduate School of Business | 2014 & 2015**

* Financial Management & Administration – Planning, Budgeting and Reporting.
* Project Management – Oversee project for the Annual Women in Business Conference for 2015
* Sourcing and management of vendors for exhibition space available at conference.
* Active role in sourcing sponsorships and corporate attendees.

**Business Government and Society - UCT Graduate School of Business | 2014**

* Course Representative – Nominated to be liaison between students and Lecturer for all course queries.

**Youth Forum – Real People | 2013-2014**

* Representative for Rehabilitative Finance – The forum members was selected as up and coming leaders in their divisions and consulted with in all areas of the business. We were responsible to provide feedback and be a catalyst for ideas representing our divisions.