**Nicole**

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**Profile**

I am a dynamic and experienced office administrator with extensive sales experience and a passion for all things business. I am analytical, give meticulous detail to everything I do and am extremely determined to succeed in any given situation. I am hardworking, dedicated and reliable. I have good communication skills and work well with people at all levels, from dealing with clients to executive level management. My planning and organisational abilities are outstanding, resulting in exceptional time management skills.

**Education**

National Certificate: Retail Insurance (NQF 4) Milpark Business School 2012

Grade 12 National Senior Certificate Table View High School, Cape Town 2002

**Additional Training**

Advanced Project Management (HR & Sales) iGrow Academy 2016

FAIS Retail Insurance ooba 2010

Buildings Insurance ooba 2010

Mortgage Protection ooba 2010

Customer Service Clicks 2002

Adult Cardio Pulmonary Resuscitation First Aid Course 1997

**Career Summary**

Operations Manager Servitium Advisory Services (Pty) Ltd 2013-Present

Business Consultant Discovery Holdings 2012

Rental Agent Leapfrog Property Group 2011-2012

Sales Assistant Betterlife (Betterbond) 2009-2011

Personal Assistant Jacqui & Kevin Martin (Property Industry) 2009

Regional Personal & Sales Assistant Ooba (Mortgage SA) 2006-2008

Receptionist/Advertising Secretary Pam Golding Properties 2004-2006

Conveyancing Assistant RE/MAX Property Associates 2003-2004

**Recent Work Experience** (Details of positions from 2003-2009 available upon request)

**Operations Manager Servitium Advisory Services (Pty) Ltd 2013-Present**

My current role as Operations Manager is multifaceted and requires strong administrative and organizational abilities. My key responsibilities are:

*Human Resource Management:*

* Ensuring relevant company forms are completed (offer letter; employment contract; leave forms).
* Ensuring all documents are filed in their respective employee files. This includes doctors’ notes, employment contracts, offer forms, starter forms, leaver forms, etc.
* Processing of leave and sick leave requests.
* Carrying out staff appraisals, managing performance and disciplining staff.
* Organising and chairing meetings with staff.
* Processing resignations and ensuring all company property is returned upon dismissal / resignation.
* Training and induction: Responsible for putting together a starter pack for new starters including all login details; Ensuring all new starters have a working laptop, telephone line and internet access.

*Marketing/Event Administration:*

* Obtaining cost effective quotes for promotional items (notebooks, pens, brochures, etc).
* Administration of conferences: Sign up, promotional items, assisting at conferences.
* Management of social media.
* Planning of and carrying out of staff functions: End of year functions, breakfasts, and lunches; Purchasing prizes, gifts for employees; Creating and sending invites.

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*IT/Telecoms Management:*

* First point of contact for all issues relating to IT/Telecoms:
* Ensuring all required programs are installed on laptops.
* General software maintenance on all computers.

*Office & Administrative Management:*

* Payments for utilities and other expenditure.
* Procurement of office furniture, stationery, office supplies (consumables, cutlery etc).
* General monitoring and upkeep of the office and maintenance.
* Developing and implementing new administrative systems, such as record management.
* Managing filing systems.
* Task, submit and track new business.
* Continuous feedback to Financial Advisor and Broker Consultant.
* Arrange medicals for clients.
* Providing financial advisors with assistance regarding all products.

*PA/Assistant to Director and Deputy Franchise Principal:*

* Calendar management; Setting up meetings; Screening calls; Reservations; Assist with travel arrangements.

**Business Consultant Discovery Holdings 2012**

My role as Business Consultant required me to market Discovery products to the Financial Advisors, including Health, Investments, Life and Short-term – and I built excellent relationships with Advisors. From an administrative perspective, I processed insurance applications and completed other admin processing. Furthermore, I developed sales opportunities with Financial Advisors for their clients and also acted as an intermediary between Financial Advisors and Insurers.

**Rental Agent Leapfrog Property Group 2011-2012**

As a Residential & Commercial Letting Agent, my primary responsibility was the marketing of properties, arranging property viewings and finding suitable tenants for my listed properties. I also had to process lease applications, screen applicants, conduct credit checks and manage the signing of lease agreements. I was also in charge of managing my listed properties i.e. rental collection, maintenance etc.

**Sales Assistant Betterlife (Betterbond) 2009-2011**

My responsibilities as a Sales Assistant were mostly administrative Besides general admin duties (i.e. typing, filing, faxing), I also captured mortgage applications and submitted deals to the various banks. I enjoyed liaising with clients. I would have to take care of following up and escalations with banks as well as following up with transfers with Attorneys. I also assisted the Property Finance Consultant.

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