**CURRICULUM VITAE**



**TENDAYI**

* **BSc (Hons) Degree in Psychology**
* **MA Degree in Development Studies**
* **Diploma in Procurement & Supply**
* ***NB: Certificates attested***
* ***Police Clearance available* Age : 34**

**Marital Status: Married**

**Nationality : Zimbabwean**

**Visa: Visit – Valid till 30 Nov 2019**

**Available : Immediately**

**E-Mail:** tendayi-394548@gulfjobseeker.com

**Professional Skills**

* + *Proficient in MS Office*
	+ *Report and Minute writing*
	+ *Technical skills*
	+ *Employee welfare & orientation*

**Personal Attributes**

* *Problem Resolution*
* *Collaborative Team player*
* *Relationship Building*
* *Interpersonal skills*

**CAREER OBJECTIVE**



Dynamic, results oriented executive with extensive experience in administration, employee welfare and customer service. Efficient and collaborative communicator focused on establishing and fostering productive relationships with internal and external stakeholders, working effectively with internal team members and clients. Seeking a responsible position, where I can utilize my knowledge contributing to the benefit of the company.

**WORK EXPERIENCE**



**1. (Harare, Zimbabwe)**

***Human Resources Administrator (May 2015 to August 2019)***

Key Responsibilities

* Professionally respond to guests and employees’ enquiries in person, via telephone or e-mail
* Manage the preparation of offer letters, employment contracts and other administrative letters to staff
* Organise resources for new employees such as welcome kits, IT and email access as appropriate
* Follow up on monthly time sheets from staff for posting by HR office’s
* Schedule appointments and make travel and accommodation arrangements for the management
* Coordinate the repair and maintenance of office equipment
* Prepare and modify documents including correspondence, reports, memos, minutes, bookings and emails
* Oversee the clients’ database and all interactions done

Key Performance Indicators

* A contained employee turnover rate
* Percentage of response to open positions
* Semi-annual employee satisfaction rate survey
* Training requirements for employees
* Internal promotions vs external hires

Main Achievements

* Managed to contain the costs of employment in 3 years by training and hiring internally more
* Contained the ETR by having a 360 degree communication channel which gave the lower level employees a platform to express their grievances.

**2. (Harare, Zimbabwe)**

***Office Manager (October 2011 – April 2015)***

Key Responsibilities

* Provided the company’s medical services information and administrative support to patients in order to ensure effective and efficient services.
* Organised patient bookings, consultations, referrals and hospital admissions in liaison with their insurance companies on services that need prior approvals
* Designed and implemented a systematic filing system that complied with patients’



* *Innovative*
* *Multitasking skills*
* *Logical*
* *Effective planner*
* *Time management*

medical records protection guidelines

* Prepared relevant financial and admission reports to the Management
* Partnered with HR in designing and implementing office policies and procedures
* Took control of the general office supplies inventory
* Managed the receiving, receipting and recording of the company’s finances and made payments in liaison with the Finance Manager and Director
* Assigned and monitored clerical duties

Key Performance Indicators

* Monitored Service Level Agreements for all suppliers
* Office utilization rate
* Retained clientele rate

Main Achievements

* Reduction in operational costs by subletting unused office space to complimentary specialists e.g radiographers and pharmacists

**3. (Harare - Zimbabwe)**

***Administrative Officer (October 2007 to September 2011)***

Key Responsibilities

* Provided administrative support to college staff including coordinating and managing calendars, diaries, meetings, appointments and travel arrangements
* Attended to students’ enquiries, incoming and outgoing calls, faxes and mails
* Maintained and handled the students’ databases.
* Prepared and modified documents such as reports, drafts, student memos and emails
* Processed requests for office supplies and liaised with suppliers on procurements as guided by the college’s policies
* Received and receipted fees payments by students
* Organise and schedule external and internal workshops, meetings and conferences

Key Performance Indicators

* Ensure that 100% of the admin files are completed and up to date
* Reduced purchasing and supply costs
* Variance analysis reports i.e. budget vs spending

Main Achievements

* Introduced a user-friendly electronic filing system which cut out file retrieval time

**REFERENCES**



**AVAILABLE UPON REQUEST**