

# CURRICULUM VITAE FOR [REDACTED]

## PERSONAL INFO



<b>NAME</b>	[REDACTED]
<b>ID</b>	[REDACTED]
<b>CELLULAR</b>	+27 84 [REDACTED]
<b>LICENCE</b>	Code 08 (B)
<b>TYPING</b>	Test results at various agencies: 55 - 65 words per minute with 95% accuracy
<b>NOTICE</b>	30 days negotiable
<b>PROFILE</b>	Attention to detail, flexible working hours, self motivated, pro-active, takes initiative, assertive and able to make decisions, organised, control own desk and execute time management, productive under pressure, able to work well independently or in a team effort, well groomed, creative, energetic, able to prioritise and multi task, very analytical, loyal, trustworthy with good communication.
<b>HOBBIES</b>	I love writing, design, modelling, music, movies, theatre, netball and numerology.

## EDUCATION

<b>INSTITUTION</b>	[REDACTED]	Success College Exams at: Roodepoort Technical College, JHB
<b>HIGHEST STANDARD</b>	Grade 11	Matric (Grade 12) - Correspondence
<b>SUBJECTS</b>	English, Afrikaans, Biology, Geography, Home Economics and Art	English, Afrikaans, Typing, Biology, Geography and Criminology
<b>EXTRA CURRICULAR</b>	Netball, Athletics, Drum majorettes and Modelling	NA - Correspondence
<b>ACHIEVEMENTS</b>	Voted in as prefect in 1995 for 1996, Started the Cheerleading squad for our Rugby team and initiated the first Debutantes Program	NA - Correspondence

## TRAINING

INSTITUTION	DATES	COURSE
[REDACTED]	1999	Teachers Certificate
[REDACTED]	2002	Mani & Pedi, Make-up, Artificial nails, Back & Neck, IHM
[REDACTED]	2006	Reiki I, II, III
[REDACTED]	2006 - 2008	Fire Training and First Aid Level 1, Frequent Guest, Wellness, Whilstblowers, Service Skills, CLS, Learnerships, Premier review, Siyakhanya, Employment Equity and the workplace
[REDACTED]	2007	The High Performance PA
[REDACTED]	2009	High Performance People including: Contracting, Induction, Probation, Managing Misconduct, Managing Poor Work Performance and Incapacity
[REDACTED]	2009	Stay Real
[REDACTED]	1993 - 2010	Aktex, CLS, Deedsearch, MindMap, Paradigm, GoldMine, Cybertrade, Pastel, ACCPAS, Groupwise, Quickbooks, ITC, Kredit Inform, Image Composer, Lancet MOX, Maccola, Chrystal Reports, Internal networking, Photoshop. <b>MS Office:</b> Power point (my favourite), Word and Excel.

## SUMMARY

COMPANY	DATES	DESIGNATION	TYPE
[REDACTED]	01.07.2008 - Present	Personal Assistant to the General Manager	Permanent
[REDACTED]	24.04.2006 - 30.06.2008	Personal Assistant to the General Manager	Temp to Perm
[REDACTED]	06.03.2006 - 21.04.2006	HR Secretary to 2 Senior HR Managers	Temporary
[REDACTED]	01.11.2005 - 03.03.2006	Personal Assistant to 14 HR specialists	Temporary
[REDACTED]	19.10.2005 - 28.10.2005	Administrator	Temporary
[REDACTED]	05.09.2005 - 23.09.2005	Administrator	Temporary
[REDACTED]	01.05.2005 - 30.05.2005	Therapist	Temporary
[REDACTED]	01.06.2003 - 31.04.2005	Personal Assistant to 2 MD's / Investigator	Permanent
[REDACTED]	01.12.2001 - 15.03.2002	Personal Assistant to the Warehouse Manager	Temporary
[REDACTED]	01.04.1999 - 30.11.2001	Personal Assistant to 2 CEO's / Investigator	Permanent
[REDACTED]	01.10.1998 - 31.03.1999	Girl Friday	Permanent
[REDACTED]	1993 - 30.09.1998	System administrator	Temp to Perm

EMPLOYMENT

01 July – Present (Permanent)

Personal Assistant to the General Manager

**General:** Personally assisting the General Manager in everything he needed. Guest interaction. All administration including letters, minutes, proofing and editing. Meeting Minutes and Presentations. Control everything on the Shared Folder (common drive), including creating and maintaining all universal hotel documents e.g.: letterheads, fax, memo etc... Extensive diary Management. MQSA, Guest Questionnaires and GSTS. Printer logs. Telephones. Stationery. Research / Specific projects. Staff rewards. Staff induction, grooming, wardrobe, name badges and etiquette. Gifting. Teambuilding planning and coordinating. Social responsibility program.

**Design:** Menu, logos, newsletters, masters etc.

**Opening team: Conferencing Co-ordination:** I was asked to manage it until the position was filled permanently. Duties included, site inspections, calls, e-mails, booking, contracts, proforma invoices, function sheets, dietary requirements, follow up, and finally co-ordination of all functions. **General HR:** Job application amendments and posting, Short application submissions, Screening and distributing CV's, Regret letters, Thank-you letters, Letter of appointments, Resignation acceptance and regrets, Suspension letters, Certificates of service, Leave forms.

**Personal Achievement**

Besides being a part of opening the doors to the hotel, I was responsible for creating all the master documents which are currently in use. I also designed the first 9<sup>th</sup> floor menu and together with Mr. Fowler, we designed the logo for the 9<sup>th</sup> floor restaurant, 123 on Rivonia.



[Redacted]

Please see attached letters

**Reasons for wanting to leave:**

My son is currently at KES Boarding (King Edward School VII) and I am battling to make ends meet.

With my son in boarding school, it gives me the opportunity to be more flexible and start a career as I am not bound to school hours, so I am looking forward to the exciting challenges that may bring as well.

April 2006 – 30 June 2008 (Permanent from June 2006)

Personal Assistant to the General Manager

**General:** Personally assisting the General Manager in everything he needed. Guest interaction. All administration including letters, minutes, proofing and editing. Meeting Minutes and Presentations. Back up. Printer logs. Official books. Mail merging. Dealing with certain of the GM's personal attributes e.g.: Doctor, Dentist, Maid, Garden service, Visa's, Travel plans, Medical aid, Hairdresser, Car servicing, repair and licensing, Water and lights, Suit hire etc...

Assisting the Operations Director when he is at my Unit. SS group with Imvelo award submissions. Affidavits and Incident reports. In-house event coordination. Hosting aircrew at Southern Sun rugby box with their transport. Employee rewards program. Graphic design: Pamphlets, Menu, Marketing specials and the monthly Newsletter. Job application amendments and posting, Short application submissions, Screening and distributing CV's, Regret letters, Thank-you letters, Letter of appointments, Resignation acceptance and regrets, Suspension letters, Certificates of service, Leave forms.

Letters: Regrets, Guest welcome, Guest apology, Staff apology, Staff congratulations or thank-you, Groups welcomes (eg: Rugby, Cricket), Compliment slips in bulk to rooms, Risk as per the Group. Stationery. Staff master list including name, surname, identity number, employee number, department and courses they have attended. Staff birthdays and Christmas. In-house certificates and invitations.

All VIP gifts and gift wrapping. Rosters. Name badges. Learnership and Trainee induction, programs and point of contact. Notice boards. Organograms. GSTS. Mystery Guest. Midas reports. Daily security reports to send to Risk Manager. Monitor internet for reports on the hotel.

**Personal Achievement**

Starting the staff induction at the hotel. The regular staff awards and award functions. The newsletter – it was known as the best. Samples are available on request.

[Redacted]

Please see attached letters

**Reasons for leaving:**

Head hunted for a position which offered more growth

[Redacted]

March 2006 – April 2006 (Temporary Assignment)

Human Resources  
Secretary

**General**

- Secretarial: Filing, typing, screen calls, arrange meetings, etc...
- Travel Arrangements in-house through Rennies – including issuing of order numbers and allocation of travel invoices (managers/ serv prov.)
- Integrate and liaise with Units for information required
- Refreshments/Tea/Coffee/Catering for meetings when required
- Ordering of stationery
- Assist HR Director with various tasks e.g. office updates, staff notices, regrets for job applications, and various other tasks etc...
- Assist HR Officers: Employment Equity as and when required
- Assist with numerous general telephonic queries

**Employment Relations (ER) Training:**

- Arranging venues/requirements and liaison with Units, Updating of Industrial Relations (IR) Manuals when required, Updating and creating PowerPoint Presentations as required, Certificates for Delegates (for the whole SI group), Congrats Letters on behalf of the HR Director, ER Spreadsheets:
  - ✓ Distribution of group information to insurers
  - ✓ Obtaining and integrating Unit information

**Invoices**

- Allocating in-house codes and Distributing Unit invoices for authorisation, Obtaining approval, arranging payments and banking of urgent cheques, Maintain excel spreadsheet – group costs and specific case costs

**Employee Share Trust**

- Prompting of Units to run eligibility lists, Integrate Unit eligibility lists in time for the Employee Share Trust Committee Meeting for the Company Secretarial Dept, Arranging transport and accommodation of committee members to come to meetings in Johannesburg, Liaising with top staff members with regards to the staff letter to accompany payments, getting the letter signed by the correct signer and scanning into Adobe for distribution to all HR Managers to make copies for their staff

**South African Commercial Catering and Allied Workers Union (SACCAWU) Substantive, Secondary and EE Meetings**

- Coordinating meetings, Arranging venues/accommodation/transport (Group +/- 22 pax), Confirmation of arrangements in writing and typing of minutes, Allocating Invoices/Group Split

Human Resources Secretary to the Group Employee Relations (ER) Manager as well as the Group Employment Equity (EE) Manager:

**Reasons for leaving:**

It was a temporary assignment - The company had a candidate starting in May and needed someone to fill in until then

11 November 2005 – 03 March 2006 (Temporary Assignment)

Personal Assistant  
to 14 HR Specialists

- Support system for HR Services Team and Organisational Development Consultants (OD)
- Handle day-to-day enquiries directed to the HR Department
- Provide general secretarial services and office support, including typing, General servicing and aiding the 14 people concerned, Diary Management, Recording HRS leave, Screening calls and mail (post and electronic) and redirecting to the appropriate person
- Maintaining a meticulous filing system both manual and electronic
- Provide and create professional PowerPoint and hardcopy presentation material in bulk, creating invitations and buying gifts, control office budget and office administration
- Schedule meetings and interviews (including co-ordination of agendas) and receiving visitors, including linking all the diaries involved
- Liaise with internal and external stakeholders
- Function and conference bookings, Order stock, food and beverages
- Arrange in-house workshops and meetings including their catering, travel and accommodation
- Integrating data from different HR members into one document

**HR Staff included:** Khaya Ngcwembe (HR Services Manager), Janice Hallot (Organisational Development Consultant), Vanessa Fourie (Organisational Development Consultant), Kirk Kruger (Remuneration Man), Tracey Olivier (Consultant), Nicola Jowell (Organisational Development Specialist), Siegie Brownlee (Consultant), Debbie Guest (Coordinator), Tshidi Ramogase (Organisational Development Specialist), The five HR Specialists working under them.

**Reasons for leaving:**

It was a temporary assignment until they could place a suitable AA candidate in this position

## EMPLOYMENT

## 01 November 2005 – 10 November 2006 (Temporary Assignment)

Human Resources  
Secretary to 3 Specialists

- To personally assist: Rob vd Schyff (HRD Manager), Samantha Rockey (Organisational Development Consultant) and Barbara Jones (Financial Consultant)
- Electronic diary management
- Local travel arrangements
- Refreshments
- Power point presentations
- Screening calls
- Correspondence (post and electronic)
- Office support and organisation
- Raising orders
- Read and respond to all mail and e-mail

**Reasons for leaving:**

It was a temporary assignment whilst their Personal Assistant was on study leave

## 19 Oct 2005 - 28 Oct 2005 (Temporary Assignment)

System Administration

- Downloading relevant data off their internet servers and Paradigm
- Sorting into broker groups and burning the information onto a CD for their financial year-end

**Reasons for leaving:**

It was a temporary assignment

## 05 September 2005 – 23 September 2005 (Temporary Assignment)

Administration

- Recording driver's log sheets
- Switchboard
- Reception
- Filing
- Faxing
- Matching invoices with delivery notes
- Office admin

**Reasons for leaving:**

It was a temporary assignment

Relocated to Durban and then back to JHB after 3 months – Employment market was very slow

## May 2005 (Temporary Assignment)

Therapist &amp; Opening Team

- Gel nails
- Indian head massage
- Manicures & Pedicures
- Booking appointments
- Reception
- Assist with teething problems whilst initiating the opening of the salon
- Making gifts

Salon Owner

**Reasons for leaving:**

It was a temporary assignment to assist Ms. Floyd in opening her salon before departing for Durban

## June 2003 – May 2005 (Permanent)

Personal Assistant &  
Investigator (Vetting)

- Office support: Filing, Faxing, Screening calls, Drafting letters
- Office bound investigations and extensive CV vetting, tracing and stats
- Marketing new clients, petty cash, invoicing and debtors
- Travel arrangements and confirmations (including Voyager)
- Personally assisting with the 2 properties, grocery shopping, dealing with personal accounts (insurance, car, medical aid, life insurance, bank etc...)
- Being in the investigative field, it is imperative that I maintain high levels of confidentiality and discretion
- Function co-ordination, reservations and making lunches

**Reasons for leaving:**

Relocated to Durban

## EMPLOYMENT

01 December 2001 – 15 March 2002 (Temporary Assignment)

Personal Assistant to  
Warehouse Manager

- Office Support
- Typing & Data Capturing
- Receiving Warehouse Goods (Maccola)
- Minutes
- Stats
- Stock take
- Pipeline deals
- Returns
- P.A. to Operations Director

**Reasons for leaving:**  
It was a temporary assignment

Fell pregnant after being retrenched and could not secure permanent employment until my daughter was 7 months old and secured a few temp positions day to day within the parameters of my expertise.

01 April 1999 – 30 November 2001

Personal Assistant to two  
CEO's / Identifile Manager

- Tracing and basic surveillance with seniors and General investigations
- Background checks & references - Pre-employment verifications (CV Vetting)
- Credit references and Criminal records verifications
- System administration, Office support and General Investigative reports
- Handling confidential information
- National & international enquiries as well as Client liaison
- Marketing and Monthly stats
- Invoicing, Basic Debtors, Creditors and Petty cash
- P. A. to C.E.O.'s (From Dec 2000) including Frontline Reception & Switchboard relief

CEO

**Reasons for leaving:**  
The holding company, O.F.&A. liquidated and I was retrenched

**Identifile duties included**

- Identifile was a sister company of O. F. & A., which specialized in pre-employment checks. In August '99, I was given control of Identifile. I flourished in this one-man-operation because of my ability to work well under pressure without supervision. An average day consisted of:
  - ✓ Marketing new & previous user clients whilst building Identifile's client base
  - ✓ Maintaining the current base
  - ✓ Quick & accurate data capturing (Reports & Accounts)
  - ✓ Working with Sandton S. A. P. S. (The CRC Unit)
  - ✓ Reporting back to my clients with verbal or written reports
  - ✓ Setting targets & keeping within budget
  - ✓ Invoicing, Creditors & Debtors for Identifile in ACCPAC (Later Pastel)

01 October 1998 - 31 March 1999

Girl Friday

- Office support and Stock take
- National & international client liaison
- Front line reception and Switchboard
- Personal Assistant to M. D. & Sales Crew
- System administration, Basic typing and Minutes of the meeting

**Reasons for leaving:**  
Offered a position in investigations

1993 - 30 Sep 1998 (Permanent from July 1996)

System Administrator

- Customer service and liaison (Doctors, Sisters & Patients)
- Switchboard relief
- Basic typing and System administration
- Office support
- Front line reception for sisters at Flora Clinic
- Lab Support
- Faxing & Filing
- General office duties

**Reasons for leaving:**  
Family member was a superior and after being there for 5 years, there was no growth potential