

WORK EXPERIENCE

MEDRONIC AFRICA (PTY) LTD

Nov 2021 - May 2023

Sales Coordinator

- Provided administrative support to the Gauteng Territory Managers, including meeting support
- Acting as coordinator for the Cardiac Rhythm Management (CRM) sales team
- In charge of CRM Pacing patient cards for Johannesburg (typing and distributing to Cardiology Practices)
- Inventory management of Cardiac Device Patient Monitors In charge of sending Confirmation letters, tracking payments for Cardiac Tech proctors
- Coordinating sales meetings for Cardiology and Diabetes teams
- Manage communication between Territory Managers and Interns (20 Gauteng based Interns)
- Managing task delegation and completion; Training requirements; setting team meetings
- Handled the submission of quotes and invoices.
- Following up on payments to Ear/Noise/Throat (ENT) Contractors
- Assisting Marketing Teams for CV and Diabetes with general tasks.
- Attend medical device implants in field (Cathlab and Main Theatre)
- Consignment stock (include stock takes, stock upliftment, returns and managing expired stock with field force.)
- Working on variances after consignment stock count
- Inventory Management
- Assisted Diabetes Team with return of faulty pumps (utilizing SAP/ICE system)
- Responsible for outbound number ETA check with couriers
- Monitoring Email box, forward communication to the Diabetes Team
- Providing customer support

VOLUNTARY WORK

- Orlando Children's Home (Community Engagement, 2014
29 October 2016)
- Alannah & Madeline Foundation, fundraising to stop cyberbullying (11 August 2019)
- Monash MS 24 Mega Swim event, raising funds for individuals living with Multiple Sclerosis (October 2019)
- Big Breakfast cLUB

EDUCATION

MONASH UNIVERSITY

2017 - 2020

Higher Certificate in Higher Education Studies (Social Sciences)

MONASH UNIVERSITY

2017 - 2020

Bachelor of Social Sciences Psychology: Criminology and Criminal Justice

One semester studying Abroad in Australia Exchange Programme



**Shudufhadzo
NEPHAWE**

📞 0827057921 0671084362

✉ Shudufhadzo12@gmail.com

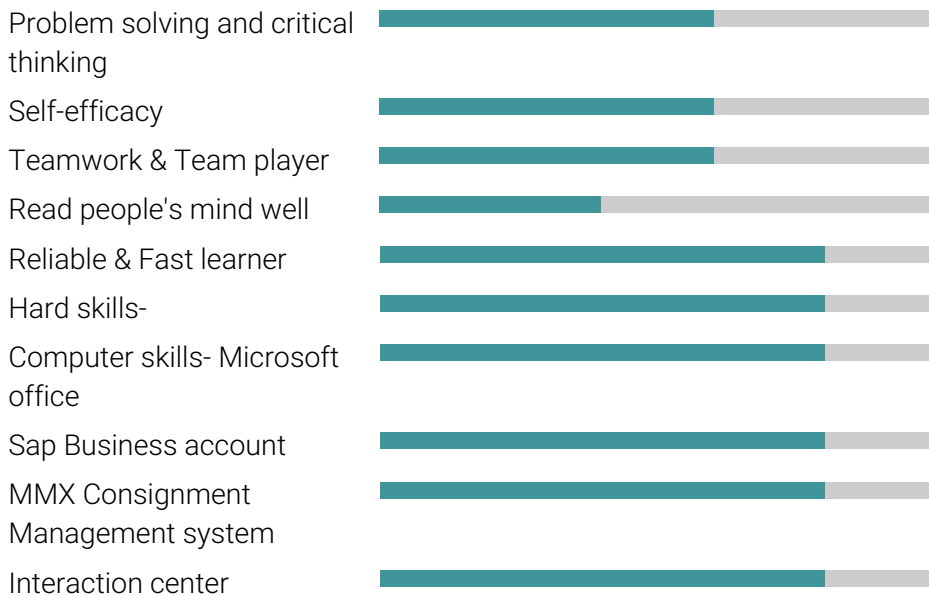
📍 South Africa, Gauteng

🌐 <https://www.linkedin.com/in/shudu-nephawe8643311a>

OBJECTIVE

I have a logical, analytical mind, a pragmatic problem-solving strategy, and the drive to see things through to completion. I am willing to put in extra work to succeed as a graduate holding an honors degree in Applied Psychology for Professional Contexts. I work hard and professionally. I am utterly committed to giving my future job my all. While pursuing my master's in psychology, I'm looking for further experience in a corporate or clinical environment.

SKILLS



CERTIFICATIONS

| | |
|--|------|
| SAP End User Basic account certification | 2022 |
| 02/16/2022 | |
| CP R3 ORM CM customer service manager certification | |
| 02/17/1011 | |
| CP CRM Diabetes Call Center Supervisor certification | |
| 02/22/2022CP | |
| R3 ORM Basic order entry with patient data certificate | |
| 02/22/2022 | |
| CP R3 ORM CM CSR General certification | |
| 02/22/2022 | |
| CP R3 ORF Batch change EU certification | |

REFERENCES

Lisa AldhouseMedtronic Africa (Pty) Ltd
 Lisa.aldhouse@medtronic.com
 082 410 0841

Laura AvnitMedtronic Africa (Pty) Ltd
 laura.avnit@medtronic.com
 071 865 0845/082 306 8769

Ms Dionne M(Lecturer)Monash UniversityDMorrisiiemsa.co.za
 011 950 2014