

NOMHLE CRONY CLAIRVOYANCE MOTAUNG

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CAREER OBJECTIVE:

Experienced Customer experience personnel with a demonstrated history of working in the Medical devices industry. Skilled in Trouble shooting, Negotiation and Cross-cultural Communication Skills. My brand experience includes working for two top medical devices companies in the world which is Johnson and Johnson and Zimmer Biomet. Over the years I have refined my trade skills of admin and time management. I strive to keep my brand knowledge up to date and build onto my skill set.

PERSONAL PROFILE:

Date of Birth: 03 April 1992

Sex: Female

Age: 31

Nationality: South African

EDUCATION:

2022	National Certificate: Stores and Warehousing NQF Level 3 Optimum Learning Technologies
2019	Baccalaureus Technologiae (BTech) Degree in Project Management Tshwane University of Technology
2016	National Diploma in Entrepreneurship Tshwane University of Technology
2010	Grade 12 New Horizon College

EXPERIENCE:

1. Customer Experience Intern, Zimmer Biomet – December 2022 to December 2023

- Processing of orders, direct, consignment and My Mediset (loan),
- Orders to be processed within agreed timeframe and case tracker to be used to ensure all cases are invoiced,
- Daily check to ensure all direct orders are shipped and able to provide proof of deliveries,
- Supply of quotations within 15 minutes of the request,
- Ensure approvals for all special authorization, i.e, credits, pricing and other are retained as required,
- Handle any queries from internal and external customers within an acceptable timeframe,
- Ensure admin and paperwork is up to date and saved on Mfiles, and Liase with other departments, i.e, Warehouse and Finance to ensure accuracy.

2. Warehouse Learner, Johnson and Johnson Medical Devices - December 2019 to December 2020

- Capturing of stock movement on the stock management system (JDE & SAP),

- Printing out stock transfer orders and inventory orders from the system when stock is being received,
- Moving and transferring stock appropriately in selected areas within the warehouse,
- Conducting bin location audits,
- Researching stock discrepancy and reconcile them,
- Picking and packing merchandise for shipment,
- Signing for goods received shipment and dispatching of orders,
- Maintaining of internal and external housekeeping standards,
- Performing inventory counts (Cycle and Wall to Wall counts),
- Assisting with processing of invoices and delivery notes.

3. Sales and Marketing Intern, United National Breweries - March 2019 to September 2019

- Managing customer relationship management system,
- Helping distribute marketing materials to Sales representatives and depots,
- Assisting in planning of marketing and promotional activities,
- Maintaining, updating sales records, and rectifying of miscalculations,
- Managing of stock levels and slow-moving stock at depots,
- Activation of new customers and supporting Sales representatives in administrative matters,
- Generating daily sales and daily stock reports, as well as developing monthly sales reports,
- Assisting Sales representatives and depots with queries and processing of orders.

SKILLS ACQUIRED:

- Administrative skills
- Interpersonal Competence
- Decision making and action orientated
- Records Management
- Customer Management
- Financial Analysis
- Inventory Management
- Proficiency with Microsoft office suite programs
- Product Management and Quality Control

REFERENCES:

Reference 1

T Mashau, Mrs (Sales Coordinator at United National Breweries)
073 254 4305

Reference 2

A Tivani, Mr (Warehouse Team Leader at Johnson and Johnson Medicals)
0769900845

Reference 3

C Ndlovu Mr (Project Support Officer at M2 Engineering Training Academy)
079 568 4276