

Objective

My goal is to work in an organization where I can apply my extensive experience and skills in facilities administration to the benefit of the organization while expanding my knowledge and expertise. With a strong background in procurement and negotiation, I am looking for an opportunity to take on professional challenges that allow me to use my exceptional interpersonal and communication skills to resolve issues and develop positive relationships with clients. In addition, I am eager to support the management team by contributing problem-solving skills, teamwork, and a strong work ethic to meet deadlines and provide administrative and entry-level support to the company. Ultimately, I am looking to prove myself and advance my career within the organization.

Skills

- Proficiency in MS Office.
- Time management and detail-oriented with a focus on accuracy.
- Ability to multitask and prioritize in a fast-paced environment.
- Team player with excellent communication and interpersonal skills.
- Strong problem-solving skills and a proactive mindset.
- Client service orientation and phone etiquette.

Experience

- **Johnson & Johnson MedTech** March 2023 - February 2024
Service and Repair Coordinator Intern
 - Responsible for coordinating the maintenance schedules for clinical engineering technicians, ensuring compliance in the department, and handling the department inventory and administration.
 - Liaise with customers in notifying them of devices requiring recalibration 60 days before and every week thereafter.
 - Preparing quotes and purchase orders.
 - Work order and job cards creation and management.
 - Prepare and submit a reconciliation of spare parts used to finance (including on warranty devices).
 - Monitor and coordinate pricelist, departmental budget and stock count for the S&R.
 - Support internal and external audits.
- **Wesolve4x** March 2018 - November 2019
Administrative Assistant
 - Serve as a central point of contact for internal and external stakeholders.
 - Executed record filing system to improve document organization and management.
 - Update records, such as those of completed or canceled orders, accounts receivable, and outstanding debts.
 - Scheduled office meetings and client appointments for staff teams.
 - Maintained company handbook to outline policies and provide insights to company mission and values.
- **WNS Global Services** June 2016 - July 2017
Call Centre Agent
 - Handle inbound and outbound calls promptly and professionally.
 - Address customer inquiries, concerns, and complaints efficiently and in a timely manner.
 - Accurately record customer interactions and transactions in the company's CRM system.
 - Inform customers about new products, services, and promotions.
 - Adhere to company policies, procedures, and guidelines.

Education

- **Nelson Mandela University** 2022
Bachelor of Administration
- **Mlokothwa High School** 2015
Grade 12

Language

- English
- Zulu
- Sotho
- Xhosa

Reference

- **Mr. Moses Dima - "Johnson & Johnson MedTech "**
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