

CONFIDENTIALITY CLAUSE: All Information concerning the Candidate is furnished to the Client in strict confidence. The Client may not divulge this information to any third party, nor contact the Candidate's present employer, nor take references without prior consultation with MPC Recruitment

Position Applied For:

District Administrator

Candidate Name:

Rozina Scheepers

MPC Consultant Name:

Colleen Stevenson

MPC Consultant's Contact Details:

(021) 552 8048

Date Referred:

5 May 2016

Personal Details

Surname :

Scheepers

First Names :

Rozina

Nationality :

South African

Language Proficiencies :

English and Afrikaans

EE/AA Status :

Coloured Female

Availability :

One month (negotiable)

Current Salary :

R 14 000 per month plus commission

Expected Salary :

R 20 000 per month

Career Summary

Company

Position

Duration

Altech Autopage t/a MCD

Branch Manager

1999 - Current

Urban Adventure Lifestyle Store

Sales Assistant

2 years

President Hotel (Protea Group)

Food & Beverage Assistant

2 years

Candidate Summary

"I am hard working and enjoy challenges. I can easily adapt to new environments and enjoy meeting different types of people. I pride myself with always being on time and am very efficient. I have the ability to use my initiative when required and I work well in a team. My guidelines in life are to always be reliable, loyal and honest. I have excellent inter-personal and problem solving skills. I am passionate about customer service and also very target driven."

Started working at Telemania as a sales/ admin person and was soon promoted to Supervisor and then Store manager with a staff compliment of 9 Direct reports. Telemania acquired additional outlets and grew to 7 and she was indirectly responsible for the sales, customer service, repair stock and admin of all of the stores with 35 retail staff members reporting to her indirectly. Her customer service

is outstanding and she knows how to build exceptional relationships with her peers, support staff and clients. Problem solving is one of her greatest strengths and she will go out of her way to ensure customer satisfaction.

#### Academic History

Qualification :

Matric

Institution :

Bonteheuwel Senior Secondary School



#### Computer Skills

Programs/Systems :

MS Office

Rozina Scheepers  
Resumé of Career to Date  
Company Name :  
Altech Autopage t/a MCD  
Type of Industry :  
Cellular  
Period of Employment :  
1999 - Current  
Position :  
Branch Manager  
Duties :

To assess and resolve enquiries, requests and complaints, on the telephone, and also by other electronic access channels, to ensure that client requests and queries are dealt with within the agreed time to maintain agreed service levels.  
To use sound judgement and take decisions within established procedures for each service request including logging, processing and progress chasing enquiries, adhering to agreed Key Performance Indicators, Service Level Agreements and quality standards to maximise customer satisfaction.  
Communicating with internal and external clients on a professional level, providing information by telephone, in writing, e-mail or in person.  
Maintain electronic and written databases of letters and forms received, information given, services requested and complaints made, to ensure accuracy of information and efficiency when dealing with customers.  
Developing constructive working relationships with others and maintaining them over time  
To encourage feedback on services provided and recognise the changing needs of the service, and make recommendations to the Management team for service improvements.  
To participate in the induction and training of new employee's to ensure a high level of up to date knowledge is maintained.  
To undertake general administrative duties  
Reason for Leaving :  
The stores have been sold and she wants to leave the retail environment

Company Name :  
Urban Adventure Lifestyle Store  
Type of Industry :  
Retail  
Period of Employment :  
2 years  
Position :  
Sales Assistant  
Duties :

Sales  
Customer service  
Stock control and merchandising

Reason for Leaving :  
Store closed.

Company Name :  
President Hotel (Protea Group)  
Type of Industry :  
Hospitality  
Period of Employment :  
2 years  
Position :  
Food & Beverage Assistant  
Duties :

Assist with ordering and stock control  
Customer service  
Assist when manager was not available  
Reason for Leaving :  
Better prospects.

MPC Recruitment Group | [Insert Consultant's Name Here]  
[Insert Position Applied For Here] | [Insert Applicant's Name Here]  
PAGE \\* MERGEFORMAT 2

PAGE \\* MERGEFORMAT 2  
■Candidate Name ■|■Rozina Scheepers XE  
■MPC Consultant Name ■| ■Colleen Stevenson (021) 552 8048