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Position Applied For:

FORMTEXT Enter Position Here

Candidate Name:

Taryn Bateman

MPC Consultant Name:

Sue Van Vuuren

MPC Consultant's Contact Details:

(031) 562 8001

Date Referred:

24/11/2016

Personal Details

Surname :

Bateman

First Names :

Taryn Leigh

Nationality :

South African

Language Proficiencies :

English and Afrikaans

EE/AA Status :

None (White Female)

Availability :

Immediate

Career Summary

Company

Position

Duration

Bigen Africa (Pty) Ltd

Personal Assistant / Senior Secretary

Mar 2015 - Oct 2016

AECOM South Africa (Pty) Ltd

Personal Assistant & Admin Support

Jan 2014 - Mar 2015

Energy Efficient Homes & Businesses

Admin & Office Manager

Oct 2012 - Sept 2013

Telesure Group Services

Personal Assistant to the Eastern Cape & KZN Business Managers

Mar 2012 - Oct 2012

Cell C (Pty) Limited

Contact Centre Training Specialist

Nov 2006 - July 2011

Cell C (Pty) Limited

Regional Trainer KZN

Nov 2003 - October 2006

Cell C (Pty) Limited

Channel Support Executive

Oct 2002 - Oct 2003

Williams Hunt Delta

Sales Executive

Nov 2001 - March 2002

Seaman's Renault

Sales Executive  
Sep 2000 to Oct 2001  
Imperial Car Rental  
Rental Sales Agent  
Jan 1998 to Aug 2000  
Cape Truss Manufacturing  
Reception / Admin Assistant / Wage Clerk  
July 1997 to Dec 1997

Academic History  
Qualification :  
Matric  
Date Completed :  
1994  
Institution :  
Victoria Park High School



Computer Skills  
Programs/Systems :  
MS Office, Outlook, Oracle, BST, POS

Additional Training and Skills  
Certificate - MS Office and Windows Introduction - 1996  
Certificate - Business Training 1 & 11 - 1998  
Certificate - Selling Skills Frontline Selling & Sales - 1998  
Certificate - WDS Introduction to Data and Data Practical's - 2004  
Certificate - Cell C Skills & Development Selling Skills (1 day in-house training) - 2004  
Certificate - Cool Ideas Facilitator Course - Accredited Facilitator - 2008  
Certified - Cool Ideas Assessor Course - Accredited Assessor - 2008  
Health & Safety Rep Introductory Course - 2016

Taryn Bateman  
Resumé of Career to Date

Company Name :  
Bigen Africa (Pty) Ltd, Kloof  
Type of Industry :  
Engineering / Project Management  
Period of Employment :  
March 2015 to October 2016  
Position :  
Personal Assistant / Senior Secretary  
Duties :

PA duties for the Durban Energy Director which include:  
Private and Business Travel, updating/managing diary and calendar, timesheets, expense claims, letters, meetings and general admin duties  
Travel for Electrical Engineers  
Organise functions and events  
Time-sheet maintenance for off-site Staff  
Submission of expense claims for Electrical Engineers  
Bookings for meeting rooms and catering for meetings  
Compile presentations  
Compilation of Tenders and Supplier Database Registrations  
Collection of tender documents and Tender CD's  
Minutes/Agenda/Action List/Register for meetings and compiling meeting packs  
Binding and storing of important documents  
Assist with marketing essentials within the Energy Department  
Reason for Leaving :  
Retrenched.

Company Name :  
AECOM South Africa (Pty) Ltd  
Type of Industry :  
Construction

Period of Employment :  
January 2014 to March 2015  
Position :  
Personal Assistant & Admin Support  
Duties :

PA duties for the MD which include:  
Private and Business Travel, updating diary and calendar, timesheets, expense claims, letters, arranging VISA applications and passports for private and business, compile presentations for board meetings and general admin duties  
Travel for Executives and PCC Staff  
Organise functions and events  
Time-sheet maintenance for PCC and off-site Transnet Staff  
Submission of expense claims for all staff  
Bookings for meeting rooms and catering for meetings  
Compile presentations and assist with tender documents and compilation of Tender CD's  
Compilation of Database Registration with as a Supplier  
Minutes for meetings  
Team Tales - quarterly magazine which she contribute information from the Aecom Durban office to our Marketing department  
Reason for Leaving :  
Better Salary Package. Uncertainty in company

Company Name :  
Energy Efficient Homes & Businesses  
Type of Industry :  
Energy Efficiency / Savings  
Period of Employment :  
October 2012 to September 2013  
Position :  
Admin & Office Manager  
Duties :

General running of the office  
Had four staff members reporting to me and 8 others that I was 2IC over  
Responsible for four House Accounts  
Stock control and ordering stock  
All deal files were correct - all paperwork filled in correctly - in terms of Eskom rebates  
Adding Debtors and Creditors to the POS (IQ)  
Updating and ensuring all information on Debtors is on IQ  
Invoicing and Credit Notes  
Ordering of equipment and specifying them for insurance  
Stock Audit on Heat Pumps/Water Tanks/ LED lighting/Circulation Pumps and Brackets  
Ensure that the Filing is up to date  
Organise promotional shows and compiled reports on those shows (No. of leads, Appointments, Deals closed, etc)  
HR Role - drawing up Letters of Appointment, Staff Leave and Payslips  
Monitoring and Control of staff  
Processes in place  
Stationery is always in stock  
Minutes of meetings  
Managed the moving of the office

Recon of invoices for Creditors payments  
Sending out Statements to Debtors  
Posting and couriering of documents and parts  
Handling the expenses and pay for casual staff  
Ensuring that Office supplies are always in stock  
Signing out of units and ensuring Transport Companies collect and deliver units to Distributors and Customers  
Updating the pricing of stock on IQ due to price increases  
Reason for Leaving :  
Retrenched. LIFO

Company Name :  
Telesure Group Services  
Type of Industry :  
Financial / Insurance  
Period of Employment :  
March 2012 to October 2012  
Position :  
Personal Assistant to the Eastern Cape & KZN Business Managers  
Duties :

Effectively built and maintained relationships with staff, Corporate customers colleagues, peers and external business partners  
Facilitated the accessibility of Manager to staff (making Manager more accessible)  
First time call resolution with customer complaints to ensure customer satisfaction (or re-directing to correct / appropriate person)  
Displayed an up to date knowledge of Company and Company functions  
Effective updating of own knowledge of systems and processes - self development  
Effective diary management for both Regional Business Managers  
Ensured effective management of office and administrative activities  
Optimised operational and time efficiency of Manager  
Supported both Managers by assisting and resolving staff queries and problems  
Forward planning of Manager's day to day activities to ensure optimal time utilization  
Co-ordination of activities  
Revised plans to account for changed circumstances  
Arranged Transport and accommodation for Business Managers and Loss Adjustors  
Built letters for Loss Adjustors and Claims department  
Minutes of meetings  
Created a roster or list of duties / activities  
Arranged formal events - in line with the "Telesure Way"■  
Reason for Leaving :  
Resigned. Travelling distance / approached by EHB

Company Name :  
Cell C (Pty) Limited, PE and Durban  
Type of Industry :  
Telecommunications Industry  
Period of Employment :  
October 2002 to July 2011  
Position :  
Contact Centre Training Specialist (Nov 2006 - Jul 2011)  
Promoted From  
Regional Trainer KZN (Nov 2003 - Oct 2006)

Channel Support Executive (Oct 2002 – Oct 2003)

Duties :

Managing and growing a territory of Franchises, Dealers, Retailers and Wholesalers in the Eastern Cape Region.

Building relationships with all key staff in these channels to increase our sales over our competitors.

Managing my monthly Call Diary effectively and efficiently so that all Customers were seen regularly but also taking costs into consideration.

Following up new leads with customers and quickly pointing out the benefits of a product or service.

Ensuring that all my Channels Point of Sale was the latest and effectively managed their stock levels.

In-store training and presentations, as well as to Senior Level staff

Dedicated time assisting various channels with in-store promotions.

Involved in sponsoring for example: Golf days arranging players, point of sale and prizes.

Reported business trends and area performance to the National Channel Support Manager as well as Regional Manager.

Resolve in-store issues right there and then and if not possible had to raise "red flag" issues, report them to the correct division and there was a turnaround time of 24 hours that it had to be resolved.

If a channel or particular store was out of stock, and the Account Manager was not available, they would contact me to replenish and I would then need to ensure their order is processed.

As Contact Centre Training Specialist, she was responsible for internal and external customer education, training and development.

Her responsibilities included facilitation, manual and assessment development and amendments, training forecasting, conducting needs analysis, interacting with QA as well as track and benchmark training content and delivery.

Courses conducted were: Soft Skills, Products and Services, Systems, Technical, Quality Definitions, Writing Skills, E-mail Etiquette, Time Management and Billing.

Her administration included compiling of registers, reports on training completed weekly, monthly and quarterly, the compiling of training calendars, marking of assessments and completing stationery stock inventory.

As 2IC she was given the responsibility to provide guidance and support to fellow trainers and direct reports to ensure a culture of transparency and collaboration.

She also had to identify strengths and AOD's in direct resources to ensure appropriate allocation of tasks.

Managed all SAQA related interventions and projects, ensured any accreditations for employee learning's are uploaded to reflect credits per course and when required – this involved updating and ensuring that the WSP & ATR report is submitted on time.

She compiled the communication for new products, services and updates using a "clicker press" which she was responsible for e-mailing to all call centre sites.

She monitored their "CEM Training Mailbox" for questions and requests, and attended meetings via teleconference on behalf of the CEM training department when requested.

As Regional Trainer she was responsible for the training and development of Cell C's Channels and Business Partners.

Worked closely with the KAM's and Area Channel Executives to ensure that stores with lacking knowledge of the product as well as sales skills were trained and evaluated.

She was also responsible for acquiring new and existing training venues, hotels, accommodation and vehicle hire for training conducted outside of Durban for myself and fellow trainers.

Reason for Leaving :  
Decision to stay home with children

November 2001 - March 2002: Temped at Williams Hunt Delta as a Sales Executive.

Company Name :  
Williams Hunt Delta  
Type of Industry :  
Automotive  
Period of Employment :  
November 2001 to March 2002  
Position :  
Sales Executive  
Duties :

Identify, contact and qualify customers either walk-in, by cold calling or by referrals.  
Achieved sales targets monthly  
Customer relationship building by frequent courtesy calls; meet and greet on days of their vehicle services.  
Exposure by vehicle promotions in shopping centres and venues with high traffic of people.  
Participated in sales training program  
Kept up to date with new products and competition.  
General admin, arranged Finance and Investment for customers  
Reason for Leaving :  
Temp position

Company Name :  
Seaman's Renault, PE  
Type of Industry :  
Car Rental Industry  
Period of Employment :  
September 2000 to October 2001  
Position :  
Sales Executive  
Duties :

Cold calling and Walk-In sales.  
Selling of new and used vehicles.  
Control of stock and used vehicles.  
Promotions at venues and Golf Days.  
General administration, arranged finance and investment for customers.  
Reason for Leaving :  
Resigned. Took on a temp job until ready to go overseas.

Company Name :  
Imperial Car Rentals, PE  
Type of Industry :  
Car Rentals Industry

Period of Employment :  
January 1998 to August 2000  
Position :  
Rental Sales Agent  
Duties :

She was responsible for answering the telephone, taking reservations, and client liaison.  
She handled frontline sales, quotes, queries and follow ups as well as dealing with VIP Platinum Clients.  
She was responsible for fleet whereabouts, movements and inspections.  
She was involved with marketing, educational and sales calls.  
Reason for Leaving :  
Career growth.

Company Name :  
Cape Truss Manufacturing, PE  
Type of Industry :  
Manufacturing Industry  
Period of Employment :  
July 1997 - December 1997  
Position :  
Reception / Admin Assistant / Wage Clerk  
Duties :

Responsible for answering the switchboard with 8 incoming lines.  
Office duties: faxing, filing, typing, taking minutes during meetings and working out commissions for Recruitment Consultants as well as compiling invoices.  
Compiling CV's and making appointments for applications on behalf of Consultants  
.  
Reason for Leaving :  
Received a better opportunity from Imperial Car Rentals.

MPC Recruitment Group | [Insert Consultant's Name Here]  
[Insert Position Applied For Here] | [Insert Applicant's Name Here]  
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■Candidate Name ■|■Taryn Bateman XE  
■MPC Consultant Name ■| Elmarie Muhl