

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:

Receptionist

Candidate Name:

Fozia Dalwai

MPC Consultant Name:

Colleen Stevenson

MPC Consultant's Contact Details:

(021) 552 8048

Date Referred:

31 October 2016

Personal Details

Surname :

Dalwai

First Names :

Fozia

Nationality :

South African

Language Proficiencies :

English and Afrikaans

EE/AA Status :

Coloured, Female

Availability :

Immediate

Current Salary :

R12,800 CTC

Expected Salary :

R10,000 Negotiable

Career Summary

Company

Position

Duration

Part-time work

Secretary and Training

Sept 2015 - Date

Clicks Group

Secretary

Jan 2010 - Sept 2015

Cape Peninsula University of Technology

Administrator

Mar 2007 - Dec 2009

Candidate Summary

Fozia is extremely professional and well organised individual. She communicates confidently and effectively at all levels. She demonstrates initiative and can work independently or as part of a team. She is reliable and copes well with pressure. She is really enthusiastic and will do more than is expected of her.

Academic History

Qualification :

Matric

Date Completed :

1998

Institution :

Alexander Sinton Secondary



Computer Skills

Programs/Systems :

MS Word

MS Excel

MS PowerPoint

MS Outlook

Email

Internet Explorer

SAP

Apple Mac

In House Travel Booking System - TraveIT

Additional Training and Skills

Summary

Professional; well organized individual. Communicates confidently and effectively at all levels.

Demonstrates initiative and confidentiality, both independently and within a team environment.

Key strengths include:

Project Control & Management _ Administration

Human Resource Functions _ Office Management

Scheduling & Event Coordination _ Interpersonal Communications

Problem Identification & Resolution _ Team Building and Leadership

Skills

Discretion and confidentiality

Communication skills, both written and verbal

Reliability

Initiative

Microsoft Office

Achievements

Served as an SRC representative during high school

Treasurer for the Muslim Society (1993- 1996)

Participant in the Old Mutual Mathematics Olympiad for 3 years

Served as an active member of the Prefect's Council while in Matric

Fozia Dalwai
Resumé of Career to Date
Company Name :
Working Part-time
Type of Industry :

Period of Employment :
September 2015 - Date
Position :

Duties :

Various admin, training
Reason for Leaving :
Looking for full time employment

Company Name :
Clicks Group
Type of Industry :
FMCG
Period of Employment :
January 2010 - September 2015
Position :
Secretary
Duties :

Department: Business Process & Store Compliance
Secretary (Feb 2015 - Sept 2015)
Planned and facilitated broad range of administrative functions including travel arrangements, calendar management, business correspondence and outlining agenda's for various functions and meetings
Ensure the efficient day-to-day running of business operations and provide confidential administrative support to the Regional and General Managers
Revamped office procedures for streamlined operations. Redesigned and instituted new memo's, manuals and reports, transformed archives to a modern, user-friendly and easy to retrieve filing system
Planned and organized special event arrangements and successfully coordinated many functions, conferences executive and board luncheons etc.
Performed data entry, report preparation and telephone reception. Worked extensively with spreadsheets, PowerPoint presentations
Composed, edited and sent various internal / external communications correspondence/documents
Processing invoices and payments on SAP
Processing refunds claims
Building of report trackers
Liaising with external vendors and suppliers

Department: Pharmacy Healthcare
Secretary (Jan 2010 - Feb 2015)
Planned and facilitated broad range of administrative functions including travel arrangements, calendar management, business correspondence and outlining agenda's for various functions and meetings
Ensure the efficient day-to-day running of business operations and provide confidential administrative support to the Assistant General Manager and Good Pharmacy Practice Manager
Deal with walk-in and telephonic enquiries and complaints
Revamped office procedures for streamlined operations. Redesigned and instituted

new memo's, manuals and reports, transformed archives to a modern, user-friendly and easy to retrieve filing system

Planned and organized special event arrangements and successfully coordinated many functions, conferences executive and board luncheons etc.

Performed data entry, report preparation and telephone reception. Worked extensively with spreadsheets

Composed, edited and sent various internal / external communications correspondence/documents

Liaise with various departments

Took the minutes of and maintained records for all meetings and provided transcripts for the monthly meetings

Served as liaison between General Manager and clients and screened telephone calls

Create spreadsheets, reports around staffing requests and requirements for the department

Draft responses to written and verbal inquiries

Create and edit ad hoc reports

Coordinate correspondence and planning activities for various department development initiatives

Draft and disseminate memos, information etc.

Ordering and maintaining adequate inventory of office supplies for the department

Distribution of data from the office to departments

Manage special projects per requests of General Manager

Assist in the preparation and monitoring of budget expenditures in respect of staffing for budget process i.e. collating staffing requirements for various department, assembling data, capturing etc.

Assist with event planning and implementation and other duties as assigned i.e. programmes, meeting for guests

Assist in the absence of finance administrator, requisitions, journal entries etc.

Arrange preparation and implementation special events. Coordinate all aspects of events including invitations, venue, food and beverage arrangements, preparation of attendance lists, registration at event, program arrangements etc.

Reason for Leaving :

Retrenched

Company Name :

Cape Peninsula University of Technology

Type of Industry :

Education

Period of Employment :

March 2007 - December 2009

Position :

Administrator

Duties :

Faculty Office

Process all Sports Departments students with registration and fee queries

Print academic records

Print fee accounts

Process, load and amend department staffs subject weightings

Process students information changes

Identify and verify graduates, cum laudes etc.

Provide prospective students with applications and registration information

Evaluate credential of applicants to see whether they meet the minimum requirements

nts

Advise and assist students in respect of information regarding credits and exemptions

Record keeping of all accepted students

Assessments

Order tests books

Coordinate venues, arrange invigilators for clash students

Venue and seat allocations per student according to the timetable

Logistic and venue set-up including numbering desks etc.

Coordinate all sick applications assessments

Assist lecturers recording of marks

Assist lecturers by downloading and uploading onto MAS system

Record departments assessment marks

Salary Function

Process and record all departments sessional appointees contracts

Process and record all department sessional appointees salary claims

Liaise with salaries regarding any queries

Financial Function

Request and process e-requisitions for various purchases for the department

Process and record departments subsistence claims

Follow up on orders

Reason for Leaving :

Contract

Company Name :

ESET South Africa

Type of Industry :

IT

Period of Employment :

August 2005 – February 2007

Position :

Receptionist / Secretary / Office Coordinator

Duties :

Capturing data on the in house database

Layout of presentations

IT Help-helpdesk

Office administration

Sales

Handling arrear accounts

Client queries / enquiries

Office Management

Stationary and stock control

Banking

Client quotations

Pricing

Online support

Dealer queries / enquiries

Handling a switchboard

Invoicing

Reason for Leaving :

No room for growth

Company Name :
Parmalat SA
Type of Industry :
FMCG
Period of Employment :
May 2005 - August 2005
Position :
PA / Secretary / Receptionist
Duties :

Planned and facilitated broad range of administrative functions including travel arrangements, calendar management, business correspondence and outlining agenda's for various functions and meetings

Provided administrative support to Managing Director, as well as staff of Directors

Human resource point of contact for the department. Coordinated new hires for payroll purposes, submitted new job descriptions to human resources for open positions within the department, maintained employee records and time sheets.

Coordinated special events for internal and off-site functions, including site selection, catering, invitations, special guests and speakers, presentation design and distribution.

Created department budget reports (Microsoft Excel), presentations (Microsoft PowerPoint) and other correspondence (Microsoft Word)

Coordinated travel arrangements for executives and visiting guests (airline, hotel, automobile)

Performed data entry, report preparation, telephone reception, and payroll. Worked extensively with spreadsheets

Alleviated directors' workload by handling contact with suppliers, debtors etc.

Developed good rapport with clients. Handled customer service questions

Streamlined office processes

Assisted in designing marketing plans, sales tools, and promotional material

Served as liaison between Managing Director and staff and screened telephone calls

Reason for Leaving :

Temp position

Company Name :
Protea FSG
Type of Industry :
Financial
Period of Employment :
March 2004 - April 2005
Position :
Loan Officer
Duties :

Data Capturer

Liaise with clients

Handling queries

Filing

Basic office admin

Typing of legal documentation

Employment verification

Reason for Leaving :

Contract

Company Name :
Old Mutual Group Direct
Type of Industry :
Financial Services
Period of Employment :
June 2002 - July 2003 & March 1999 - March 2000
Position :
Call Centre Consultant
Administration Clerk
Duties :

Call Centre Consultant (Jun 2002 - Jul 2003)
Outbound calls to clients
Selling policies, long and short term insurance
Quotes on new policies
Updating existing policies

Administration Clerk (Mar 1999 - Mar 2000)
Capturing daily prices
Capturing investments on the in-house database
Correspondence with various investment institution portfolios
Performed data entry and report preparation.
Worked extensively with spreadsheets
Perform varied clerical functions, customer service, and administrative assistance
Reason for Leaving :
Temp position

Company Name :
RCS Personal Finance
Type of Industry :
Finance
Period of Employment :
April 2000 - May 2002
Position :
Receptionist / Girl Friday
Duties :

Inbound and outbound calls
Promoting various financial products
Capturing personal details
Employment verification
Customer queries
Restructuring of loans
Reason for Leaving :
Left to temp

MPC Recruitment Group | [Insert Consultant's Name Here]
[Insert Position Applied For Here] | [Insert Applicant's Name Here]
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■Candidate Name ■|■Fozia Dalwai XE
■MPC Consultant Name ■| ■Colleen Stevenson (021) 552 8048