



Bronwin Heppell

Experience

- SENIOR ADMINISTRATOR - 2022 - 2022
Glenstantia Veterinary Clinic

Created a stock management system using Excel to automate stock take and stock management.

Created a database in Excel for accounts management and status management, sorted by account number and status to easily manage clients.

Managed deliveries of stock.

Worked directly with the doctors and clients, assisting clients and their pets during visits and appointments

Managed the vet's business social media such as Instagram and Facebook

- INTERNAL SALES REPRESENTATIVE- 2020 - 2022
Abracon

Created an Excel system for quote management and report building for each user to capture sales quotes and the status of the quote, customer calling and comments related to the call which was used by the managers to build filterable reports.

Pastel intermittently went down causing halts in work so I created a quote template through Excel to generate quotes

Created a template through Excel to send the customer their outstanding balances for each account

Managed the critical task of importing of prices through Syspro

Handled customer calling, chasing potential leads and follow ups, and assisting walk in customers.

Loaded new customers and accounts through Pastel and Syspro

Managed the business WhatsApp for customer and external sales representative communication

Created email groups per province to quicken sending out emails per region, removing the manual selecting of each email address for each region

- PRINCIPAL SECRETARY / RECEPTIONIST - 2019 - 2020
Generaal Christian De Wet Laerskool

I handled general tasks such as working the switchboard, dealing directly with parents and children, typing of circular letters, managing staff leave and appointment letters with each department. I worked with Pastel and dealt directly with the Department of Education

- ADMINISTRATOR - 2018 - 2018
Sikhala Els Attorneys

Backfiling, data capturing, capturing and maintaining sensitive client information and sending information to the relevant attorneys, and handling customer claims

- ADMINISTRATIVE ASSISTANT - 2017 - 2017
Postect Direct

Following up with potential leads, scheduling installations and meetings with customers, capturing information in the database and basic admin duties

Professional Skills



About Me

Friendly and professional person with experience as a Sales Representative and Office Administrator. I am a good communicator with proven interpersonal skills. I am a creative problem solver, finding solutions in a resourceful and time effective manner. Enthusiastic and always eager to learn. Currently expanding my knowledge in the field of Software Development

Contact

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Education

2017

Matirc - National Senior Certificate
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References

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