



CS

CHARLTON STEVENS

ADMINISTRATOR | 083 782 3780 | 0731211598
CHARLTONM STEVENS@GMAIL.COM

PERSONAL STATEMENT

A friendly, enthusiastic and well-presented individual who is able to lead teams from the front and by example. I am fully aware of all aspects of management, from customer service, training, employee management to general administration. As an inspirational leader, I have the willingness to get involved in everything.

SKILLS

Strong leadership and communication skills. Driving sales and profits, training and developing employees. Hands-on approach and leading by example.

EXPERIENCE

WFM ADMINISTRATOR • THE FOSCHIN GROUP • 09/2021 – CURRENT

- Report on out of line situations and adherence. Keep track of management feedback and update the WFM database with all leave types and exceptions. Communicate and track changes with WFM. Report on impact of actions in daily review. Keep record and supporting evidence of out of line situations. Update reports that feed into WFM dashboards which communicates key metrics to staff and management. Monitor RTA screens and report on out of line levels in inbound contact centres.

Selected Accomplishments:

- Create various reports for management to utilize.
- Working on various projects to improve workspace.

MYTFGCONNECT SALES TEAM LEADER • THE FOSCHIN GROUP • 12/2013 – 08/2021

- Managed team of 15 employees, developed database systems, oversaw the recruitment, training and professional growth of employees.
- Provided excellent leadership skills to maintain steady and productive operations.
- Spearheaded special projects and resolved complex problems that impacted management and business direction.
- Offered thorough support knowledge aiding team assignments and deliverables.
- Applied expert knowledge for daily completion of tasks and streamlining workflows.



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CharltonMStevens@gmail.com

Applying management principles and practices. Gathering and analyzing information.

Excellent presentation skills and attention to detail.

Managing work unit performance to achieve goals.

Behaving ethically and promoting ethical behavior.

LANGUAGES

English and Afrikaans
(Read, Write and Speak)

REFERENCES

Francois Winn
0832592171

Deborah Matthews
0625858321

Cecile Andrews
0640397722

EDUCATION

DATA SCIENCE • 2022 • HYPERIONDEV

- Python for Data Science
- Data Analytics and Exploration
- Machine Learning and AI

GENERAL MANAGEMENT • 2021 • MATFG

Higher Education in General Management

PUBLIC MANAGEMENT • 2016 • NORTHLINK COLLEGE

- Public Administration
- Public Law
- Municipal Administration
- Public Finance

GRADE 12 • 2004 • CRAVENBY SECONDARY SCHOOL

- Matric Certificate

VOLUNTEER EXPERIENCE OR LEADERSHIP

I am extremely passionate about soccer; therefore, I coach youngsters in my spare time.

I have also represented our beautiful country in the Futsal World Cup.



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