

Dominique Dale

Administrative & Web Solutions Specialist | Reliable. Creative.
Remote-ready.

Cape Town
Western Cape
South Africa
+27767006374
dominiquedale1982
@gmail.com

ABOUT

Adaptable and detail-oriented professional with over 15 years of administrative experience and a solid background in web design and development. Known for blending strong organizational skills with creativity and technical know-how to support efficient remote operations and exceptional client experiences. Passionate about continuous learning, problem-solving, and delivering reliable, high-quality results in dynamic online environments.

EXPERIENCE

The Stationery Depot, Western Cape - Sales Administrator

November 2024 - January 2025

- **Managed** all incoming and outgoing telecommunications, efficiently handling queries and directing calls to appropriate departments.
- **Processed** high volumes of customer orders and generated subsequent quotations and invoices using Sage Pastel.
- **Ensured** business continuity by accurately verifying, managing stock inventory, and initiating procurement processes.
- **Drove** sales by diligently following up on outstanding quotations and proactively engaging in customer service and customer success activities.
- **Maintained** stringent standards for accurate record keeping, ensuring data integrity across all transactions.
- **Contributed** to business visibility and growth by creating and disseminating marketing material.

SKILLS

Technical Skills (Hard Skills)

Python & Django

JavaScript

Front-End Development
(HTML5, CSS3, Bootstrap)

SQL (PostgreSQL/MySQL
Database Management)

Version Control
(Git/GitHub)

User Experience (UX/UI)
Design

Data Analysis &
Reporting (MS Excel)

Transferable Skills (Core Competencies)

Client & Customer
Relationship
Management (CRM)

Operational Efficiency &
Administration

Resource & Schedule
Management

Inventory & Logistics
Management.

Emergency Medical &
Instructor

Debt & Financial

Account Management

DevDale Studios, Western Cape — Startup Web Developer

October 2020 - PRESENT

Full-Stack Development & Design

- **Utilized** a modern stack (**HTML**, **CSS**, and **JavaScript**) to design and develop visually appealing, functional, and responsive websites.
- **Engineered** robust back-end applications using the **Django** framework, leveraging its powerful features for scalable web development.
- **Managed** data storage and retrieval, demonstrating proficiency in working with **MySQL** databases.

Client & Project Management

- **Developed** responsive websites for diverse clients and industries, consistently ensuring optimal user experience and performance.
- **Collaborated** closely with clients to translate their vision and specific requirements into successful, deployed solutions.

Specialized E-commerce

- **Successfully** built and delivered e-commerce sites, overseeing the full lifecycle from product catalog management to secure payment gateway integration.

Netcare 911, Western Cape — Intermediate Life Support Paramedic & Regional Administrator

March 2006 - September 2020

Operational Leadership & Efficiency

- Ensured optimal business efficiency by overseeing and streamlining various day-to-day regional operations.
- Managed complex staff scheduling for medical events, guaranteeing continuous 24/7 coverage over extended periods.
- Verified regional assets and provided critical staff support across an extensive coastline area, including the Western Cape, Eastern Cape, and KwaZulu-Natal.
- Coordinated large-scale events.
- Managed fleet logistics.
- Maintained precise stock inventory control. .

AWARDS

5 year Long Service

10 year Long Service

LANGUAGES

English

Afrikaans

Emergency Services & Liaison

- Served as an Emergency Intermediate Life Support Paramedic, providing essential medical event services and contributing to the renowned V&A Waterfront medical facility and surrounding Cape Town CBD.
- Acted as a crucial liaison between private and government emergency services within the dispatch call center.
- Played a pivotal role within South Africa's premier emergency ambulance service.

Training & Development

- Functioned as a certified First Aid Instructor, conducting examinations under the registration of The American Heart Association Foundation.

Foschini Group, Western Cape — Collection Agent

September 2002 - February 2006

- **Managed and executed** debt collection strategies, including negotiations for overdue accounts.
- **Developed and implemented** financial rehabilitation performance improvement plans to restore client accounts to good standing.
- **Handled complex account** inquiries, resolving customer issues with precision and professionalism.
- **Ensured data integrity and compliance** by accurately capturing, updating, and maintaining meticulous account records.

EDUCATION

J.G Meiring High School, Western Cape — Senior Certificate

January 1997 - December 2001

COURSES

- Small Business Management & Entrepreneurship, Cape College
 - January 2000 – December 2000
- Basic Life Support Paramedic, YMS Medical Supplies
 - 2002 – 2002

- Intermediate Life Support Paramedic, Netcare911 School of Emergency & Critical Care
 - 2007 – 2007
- CPR Instructors, American Heart Association
 - 2009 – 2009
- Responsive Web Design, FreeCodeCamp
 - 2021 – 2021
- JavaScript Algorithms and Data Structure, FreeCodeCamp.org
 - 2022 – 2022

REFERENCES

Available upon request.
