

# Melody Furmie

## Curriculum Vitae

» Aspiring UX Engineer

[Link to my LinkedIn Profile](#)

### VISION

To secure a challenging, growth focused role where my passion, training and skills can be fully utilised in starting, leading, growing and improving the profitability, performance & value of enterprises.

### EXECUTIVE SUMMARY

I am a highly astute and competent customer services specialist and business administrator with 19 years' experience and seeking to transition into UX Design and UX Engineering.

I possess a strong background in customer services and business administration having begun my career in 2003 as a Personal Assistant at Liberty Life. I excelled in the role and grew along professional ranks occupying various multi-industry roles covering Customer Service, Office Administrator, Talent and Recruitment, Client Services, Office and Client Management.

This career progression based on merit is illustrative of my continuous improvement philosophy.

I have a strong passion for Psychology and IT and completed a Front-End Development Bootcamp with HyperionDev and have also signed up for a Diploma in UX Design beginning August 2022.

I am passionate about Web Development and UX Design and seek to leverage this passion and theoretical understanding in developing modern design solutions for my prospective employer. I am working hard on my UX portfolio and honing my skills in HTML and CSS. My Hyperion Dev progress and portfolio can be view via this link:

<https://www.hyperiondev.com/portfolio/81844/>

You will find me to be very diplomatic, creative, analytical, intelligent, and attentive and an effective team player.

Strong communication and interpersonal skills able to communicate effectively and contribute meaningfully in meeting set organisational goals.

### PROFESSIONAL EXPERIENCE

**Position:** Customer Fees Support Assistant (Virtual Role)

**Company:** Nova Pioneer Paulshof

**Period:** December 2020 to current

**Scope of Work Done:**

- Produce monthly reports analysing the collections of Nova Pioneer

### PERSONAL DETAILS

Email: [melody.furmie@gmail.com](mailto:melody.furmie@gmail.com)

Github: <https://github.com/Melody222222>

Cell: 072 556 1011

Gender: Female

Nationality: South African

### PROFESSIONAL SKILLS

- HTML
- CSS
- Bootstrap
- Git Version Control
- Business Administration
- Customer Service Management
- Service Delivery Management

### PERSONALITY TRAITS

- Resilient
- Analytical
- Collaborative
- Strategic

### PROFESSIONAL QUALIFICATIONS

Current Diploma in UX Design,  
UX Design Institute

2022 Front-End Developer Bootcamp,  
HyperionDev

2020 Degree Psychology Counseling,  
UNISA

### FURTHER TRAINING AND DEVELOPMENT

2007 Dealing with Difficult Customers

CCN in House Training

2007 Communications and Questioning Skills

CCN in House Training

- Support weekly communication strategies (emails, calls, etc.) to manage and assist delinquent debtors
- Track and update account databases and dashboards
- Participate in the review of Debtors Aged Analysis to identify defaulting parents and implement necessary actions
- Perform billing and reconciliations of student accounts
- Manage allocation of fee payments received from parents across campuses & debtors management
- Performing bank reconciliations
- Conduct affordability assessment of new parents.
- Implement internal controls across all cycles

**Position:** Front Office Administrator and Personal Assistant to School Leader

**Company:** Nova Pioneer Paulshof

**Period:** January 2018 - February 2020

**Scope of Work Done:**

- Assisting admissions with enrolments
- Welcoming new parents and students
- Assisting head of School
- Taking minutes, helping with events and operational assistance
- Handling communication between parents and different departments and Service providers
- Dealing with all School related admin and transitions between different School departments
- Dealing with complaints and queries

## EARLIER WORKING EXPERIENCE

**Position:** Administration and Client Manager

**Company:** Creditable Co

**Period:** September 2016 - November 2017

**Position:** Office Manager and Personal Assistant for CEO

**Company:** British Chamber of Commerce Southern Africa (Now Chamber of Business)

**Period:** March 2014 - August 2016

**Position:** Client Services System Administrator

**Company:** OMT

**Period:** September 2014 – March 2015

**Position:** Talent and Recruitment Administrator, Previously Office Administrator & Receptionist

**Company:** PBT Technology Services Pty Ltd

**Period:** October 2011 – September 2014

**Position:** P&A Support Administrator

**Company:** Fiat

**Period:** May 2011 – October 2011

**Position:** Office Administrator and Receptionist

**Company:** PBT Technology Services Pty Ltd

**Period:** June 2008 – May 2009

**Position:** Customer Service Representative

**Company:** Samsung Technical Support UK

**Period:** February 2007 – May 2008

**Position:** Client Care and Implementations Consultant  
**Company:** Optiplan (Contract Position - Anglo Gold Ashanti)  
**Period:** October 2006 – January 2007

**Position:** Customer Service Representative  
**Company:** Call Center Nucleus  
**Period:** February 2006 – October 2006

**Position:** Personal Assistant  
**Company:** Liberty Life Durban  
**Period:** June 2003 – December 2006

#### REFERENCES

1. **Claudia Pienaar**, Principal, Nova Pioneer, 087 802 1387, [cpienaar@novapioneer.com](mailto:cpienaar@novapioneer.com)
2. **Charmaine Thokoane**, Dean (Deputy Principal), Nova Pioneer, 072 923 1335/ 087 802 1387, [cthokoane@novapioneer.com](mailto:cthokoane@novapioneer.com)
3. **Sechaba Ngwenya**, CEO, Creditable, 081 742 4321, [sechaba@creditable.co](mailto:sechaba@creditable.co)
4. **David Dawson**, CEO, The British Chamber of Business, 010 245 4787, [david.dawson@britcham.co.za](mailto:david.dawson@britcham.co.za)
5. **Lesley Schoemaker**, Event Manager, The British Chamber of Business, 010 245 4787, [events@britcham.co.za](mailto:events@britcham.co.za) / [lesley.schoemaker@britcham.co.za](mailto:lesley.schoemaker@britcham.co.za)
6. **Belinda Le Roux**, Recruitment Manager, PBT Group, , 011 656 3530, [belindal@pbt.co.za](mailto:belindal@pbt.co.za)
7. **Armande Kruger**, Sales Director, PBT, 082 494 4929