

# Ruan van Niekerk

## Contact Details

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Experienced Support Representative with a demonstrated history of working in the real estate industry. Skilled in Time Management, Teamwork, Marketing, Customer Service, and Design.

## Skills

### Software Development skills

HTML

CSS

Javascript

mySQL

Bootstrap

Version Control Software (Git)

Vue.js

Object oriented programming

### Workplace and Soft skills

Inbound Phone call handling

MS Office

Strategic planning

Office Administration

Technical Support

Conceptual understanding/visualization

## Work History

### Office Administrator

10/2019 - Current

*RE/MAX Independent Properties, Port Elizabeth, EC*

- Delivered expert clerical support by efficiently handling wide range of routine and special requirements.
- Created marketing material for both Office and Agent use.
- Added new listings as well as managing existing listings on internal Management System.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Liaised with assorted base of customers and reps, addressing requests and inquiries via phone or email.
- Tracked office supplies and restocked low items to keep team members on-task and productive.
- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Created Matterport 360° virtual tours of newly listed properties.

## Book Seller

10/2018 – 07/2019

*Exclusive Books, Port Elizabeth, EC*

- Completed setup, breakdown and product preparation for promotional displays and in-store demonstrations.
- Supported efficient and timely replenishment of sales floor merchandise.
- Applied interpersonal and communication skills to establish selling relationship with customers.
- Processed information and merchandise through POS register system.
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Assisted customers by answering questions and fulfilling requests.
- Managed efficient cash register operations, including scanning items, processing payments and issuing receipts.
- Listened to customer needs and desires to identify and recommend optimal products.

## Education

### Certificate in Software Development

11/2020 – Current

CodeSpace – Cape Town

### Diploma: Information Technology

07/2019 - Current

*University of South Africa – Port Elizabeth*

### High School Diploma

01/2013 – 12/2017

*D.F Malherbe – Port Elizabeth*

## Languages

English - Fluent

Afrikaans - Fluent