

# Tavani Abboo

Location • Lenasia South, Johannesburg, 1829

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## Provincial Administrative Manager | Office Manager | Executive PA/Assistant

I am a strategic thinker, excellent in planning and executing. I am brilliant in delivering on business objectives and goals. I am project and goal orientated and as a Manager I carry excellent people engagement and management skills. I perform well in high-pressure, competitive environments. Enthusiastic achiever and highly skilled in solving financial and business problems for clients and other stakeholders. Therefore I am excellent to work with.

## CORE COMPETENCIES AND ACHIEVEMENT

- **Adaptable and flexible working style.** Possess high level of flexibility and adaptability within delegated authority to deal with dynamics in the field. Approach obstacles and matters with problem-solving attitude and collaborative manner.
- **Attention to Detail.** Accurate, methodical, reliable and diligent. Always complete projects/tasks within budgets and scheduled parameters. An analytical mind that can handle any ongoing challenges.
- **Client orientation.** Maintain positive communications with clients/Brokers by gaining trust and respect. Taking client's expectations into account in all working process to deliver exemplary services that meet with the clients/Brokers standard.
- **Systems Utilization and Technological Skills.** Proficient use of Windows operating systems, well versed with MS Office Suite (Word, Excel, PowerPoint) Application software (AS400, Oracle –JD Edwards)
- **Individual success.** Nominated employee of the year (Annual winner) for outstanding achievements, unlocking potential and setting a golden example by living the core values.

## EXPERIENCE

### ***Provincial Administrative Manager (Operational)***

#### **Momentum Core**

**April 2018 – February 2019**

- To plan, direct and co-ordinate administrative procedures, systems and devise ways to streamline processes for the entire Core Team
- To oversee the day to day administrative operations, in charge of the 5 Regions functions as well as managing the administrative assistants
- Provide training to staff and in the Brokers office, assist with completion of forms, processes and systems
- Ensure the smooth and adequate flow of information within the company to facilitate other business operations
- Facilitate/monitor the reporting/resolving of queries/tasks to assist the Head of Sales Manager in daily operations that may involve the external sales activities
- Direct reporting to the Head of operations, Head of Sales, IT & HR department
- Ensure compliance to business, industry, regulatory and legislative requirements
- Oversee the correct completion of activity trackers for Province in order to analyze and consolidated information
- Managed expense budgets for the entire Division, compiled monthly reports for Management and Finance department
- Implementation of new business record; driving activity, closure rate and close-off process (monthly reporting)
- Resource Management; conduct performance evaluation for Front office admin, management of leave in the Regions, ensure correct process is followed
- Establish productive, professional relationships with Key stakeholders in various networks
- Creating, reviewing, reporting the Province data and using the information to solve potential problems and strengthen performance
- Deliver on service level agreements made with clients and internal and external stakeholders in order to ensure that the clients expectations are managed

**Executive PA****Momentum Distribution Services****February 2012 - March 2018**

- Drafting and distributing written communication on behalf of management for the Province
- Monitor costs and expenses to assist in budget preparation
- Take accurate minutes of meetings ,distribution of minutes to the EXCO team as soon as possible so that points for action can be implemented
- Events coordination, compilation of brand marketing, Facilities management and ad hoc project management
- Corporate Travel Management; flights, accommodation and car hire
- Establish specifications, improve processes, workflows and introducing operating procedures within the Province
- Diary management and meeting prioritization
- Identify and prepare information requirements; agenda's, talking points, spreadsheets, presentations for EXCO/meetings and Broker appointments
- Processing of all Provincial Management expenditures; reimbursements and requisitions
- Handling of confidential documentation and information

**PA/Branch Secretary/ EB Assistant/ Receptionist****Momentum Distribution Services****June 2006 –January 2012**

- Account Maintenance, Budget control and record keeping
- Supervise the office assistants
- Drawing of arrear premiums
- Office management
- Assist Brokers with system and product information
- Diary and mail management
- Travel and events management for the Branch
- Client/Broker Liaison
- Data capturing – maintain membership database
- Installations on documents
- Quotations
- Maintain and co-ordinate the switchboard
- Assist with HR and IT matters for the Branch
- Compile letters, presentations, agenda's, invitations and itineraries for all meetings and functions

**Editor****Markinor House****2002 February – November 2006**

- Editing, coding, capturing of questionnaires
- Verify reports are accurate
- Client Liaison
- General administration
- Tele-research

**Debt Collector****Top Secret Legal Services****January 2001 - December 2001**

- Client Liaison
- Tracing of debtors
- Managing arrear accounts
- Preparing accounts for legal handovers
- Follow ups on unpaid debit orders
- General administration
- Maintain and co-ordinate the switchboard

## **EDUCATION AND TRAINING**

Matriculated in the Year 2000

### **Rosebank College -**

Computer Architecture (A+) Year 2010

Network Architecture (N+) Year 2012

Courses:

Fundamentals of Digital Marketing Year 2019

Project Management Year 2019 (current)

Television Presenting Course Year 2001

## **INTERESTS**

Reading, yoga, meditation, socializing, music and travelling

## **REFERENCES**

**Momentum Core:** Head of Sales – Keith Naidoo Cell • 083 602 0002

**Momentum Distribution Services:** General Manager - Francois van den Berg Cell • 083 522 6755

**Markinor House:** Supervisor – Marilyn Newham Tel • 011 686 8400

**Top Secret Legal Services:** Manager – Vasi Govender Tel • 011 339 4144