

Curriculum Vitae of Odette Mothilall

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Personal Details:

ID No: 860702 0038 083

Age: 26

Nationality: South African

Driver's License: Code 8 Light Motor Vehicle

Languages: English RWS

Afrikaans RW

Education:

Matric with Exemption: Rand Park High School

Subjects: English, Afrikaans, Biology, History, Art and Geography

Career objectives: To find a challenging position to meet my competencies, capabilities, skills, education and experience.

I have acquired numerous skills that will be beneficial to your organization. My ability to adapt, learn and grow has seen me flourish with any tasks allocated and my progression in a company. I am self motivated and ambitious, with time management and efficiency these have been important characteristics I have developed.

Multi- tasking has seen me gain experience in a variety of other positions and I continue to learn and develop.

I hope to grow from strength to strength and bring my knowledge and work ethic to an organization that will allow me to practice and distribute my skill set.

Summary of Skills:

- Committed and loyal.
- Responsible and honest.
- Positive attitude.
- Good communication skills.
- Adaptability to any work related environment and tasks.
- Organization skills.
- Efficiency- time management.
- Project management.
- Store/Stock management.
- Information technology related skills.
- Supervisory and management skills.
- Training.

Computer Skills:

- Ms Office including, Word, Excel, PowerPoint, and Outlook.
- Uniweb (Telkom fault logging and minor repair software)
- Pulse call logging system. (System administrator)
- Orion (Monitoring system of networks)

- Citrix-Whats Up.(ADSL and Diginet line monitoring)
- Websense (Web filter)

Employment History

Jan 2011 to Current- Birthdaysuit

Position: Client Service Liaison, Sales Support and PA to Director of sales.

Duties and Responsibilities:

- Service delivery and production /procurement.
- Keep service delivery board updated daily.
- Update work in progress files on a weekly basis.
- Responsible for ensuring that deadlines are met.
- Place stock orders with suppliers.
- Arranging for collection and delivery of stock, from the supplier to the brander and customer.
- Communicate with brander in relation to stock and artwork
- Distributes the art work proofs from branders to the customer.
- Obtain and distributes approvals and or changes of art work to the branders.
- Participates with management in the daily service delivery meetings.
- Send correctly priced purchase order for stock required.
- Send branding documents that correspond with the purchase order and artwork to branders
- Sample Management Assist with the ordering, collection and crediting (where required) of samples.
- Checking Stock Daily to ensure branders and client receive items timeously.
- Feedback to client to advise on the progress of orders that have been placed.
- Keep Sample Board updated daily.
- Keep store room tidy. Daily stock checks and stock takes.
- Source potential clients Specific to sales manager.
- Set up sales appointments- existing clients for sales manager.
- Receive a sales meeting brief and activate.
- Source supplier information and pricing.
- Compiling and issuing of quotes.
- Feedback and follow up correspondence on outgoing quotes.
- Check sales funnel, specific to sales manager.
- Handling and documentation for director s, personal or business related.
- Screening of all calls.
- Quality assurance.
- Answering calls and handling queries
- Preparing correspondence on the Director's behalf
- Commissioning work on the Director's behalf
- Managing the principal's electronic diary

- Booking meetings
- Typing documents

May 2009 to Dec 2010- Ensync Business Solutions

Position: **Service Co-Coordinator**

Duties and Responsibilities:

- Answering of all telephone calls
- Logging all calls via the call centre system
- Admin work (faxing, filing, capturing, stock control, dispatching technicians, route planning, exporting shipments,)
- Following up with clients, technicians and engineers.
- Speaking to clients and providing feedback on calls logged.
- Maintaining the stock database
- Getting stock ready for dispatch and receiving of stock
- Running of reports and sending to Clients daily.
- Call logging and management
- Maintenance of SLA time frames
- Provide Customer Feedback
- Query handling
- Project Co-ordination - Co-ordinate all projects as per allocated clients.
- SLA Reporting
- Customer reporting on networks
- Telkom monitoring and logging - Uniweb
- Use of appropriate monitoring systems- Pulse, Orion, Citrix-What's Up, SAP, Websense web filter, ETC
- Co-ordinate all Technical staff internal and external
- Ensure all clients stock is allocated according to Schedule of Service

2007 December -Frog It Support – May 2009 Ensync Business Solutions

Position: **Contact Centre Supervisor**

Duties and Responsibilities:

- Overseeing, the contact centre.
- Overseeing 5 Contact centre agents.
- Developing and implementing call centre procedures.
- Project Management for all projects.
- System administrator on the call centre software.
- Cleaning and maintaining of the software database.
- All administrative tasks (capturing, diary management, filing)

2006-2007 November – Frog It Support

Position: **Receptionist promoted to Call Center Agent in 3 months**

Duties and Responsibilities:

- Answering of all telephone calls.
- Logging all calls via the Callcentre system.
- Admin work (faxing, filing, capturing, stock control, dispatching technicians, route planning, exporting shipments,)

2004-2006 Jul – World of Publishing

Position: **Receptionist promoted to Production Agent in (3 months)**

Duties and Responsibilities:

Receptionist:

- Initially answering all telephone calls.

Production assistant:

- Overseeing the production articles, for 3 Retail Magazines.
- Typing all articles for the magazine.
- Assembling the hard copy before dispatching to print.
- Drafting of pictorials relating to client advertisements.

References:

- Warren Hickenbotham
World of Publishing
011 789 2112
- Cher Pedley
Frog IT Support
083 320 4422
- Liza Boshoff
Ensync Business Solutions
011 266 4000
- Lee-Ann Van Buuren
Birhtdaysuit Corporate Gifts
0861 247 843
083 264 3539