**Curriculum Vitae of Odette Mothilall**

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Fourways

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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 a strong work ethic and to complete all tasks with pride. I am self motivated, honest and respectful, with time management and efficiency skills

Multi- tasking has seen me gain experience in a variety of other positions and I continue to learn and develop. I believe in providing the best service to clients and fellow colleagues.

I hope to learn and contribute 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 director.
* 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 Director
* 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 Directors electronic diary
* 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, Webscense 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 Hickenbottham

**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