**Curriculum Vitae of Sue-Kelly Marilou Brown**

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***QUALIFICATIONS***

Tertiary Education

Institution: Cape Peninsula University of Technology

Nursing Diploma (2006-2007)

Institution: University of the Western Cape

BA Tourism (2002-2004) Incomplete

Institution: Grade 12 – DF Malan High School (2001)

Subjects: Afrikaans 1st Language HG

English 2nd Language HG

Biology SG

Economics SG

Home Economics SG

Typing SG (35 wpm)

Additional Courses:

Institution: St John Ambulance

First Aid Level 3 Diploma (2006)

Completed MS Office course during 1st year of nursing studies (MS Word, MS Excel, MS Outlook – Beginners Level)

***EMPLOYMENT HISTORY***

**Fusion Outsourcing**

Period: 6 months in 2011

Postion: Customer Care Agent d

Duties: Dealing with network queries

Dealing with balance enquiries

Account enquiries

**Foschini Group Financial Services**

Period: 12 May 2008 – June 2009

Position: Telemarketer

Duties: Responsible for insurance and Club magazine sales

Responsible for activation and deactivation of different products

Checking of customer details to ensure whether they qualify for various

sales packages

Responsible for end of day sales count

Cross checking of sales information and reporting back to supervisor on

this information

Customer interaction including queries relating to account payments

**Game (N1 City)**

Period: October 2005 – January 2006

Position: Cash Office Assistant

Duties: Assisting with cash ups

Checking floats

Cross checking voucher sales, gift card sales and cashier receipts

Providing cashiers with their daily float

Cross checking cashiers end of day intake/monies

Locking monies away in safe

Informing supervisor of any inconsistencies

Accompanying supervisor on daily pick up rounds

Admin duties including photo copying and filing

**Belhar Medical Centre (Surgery)**

Period: 2000 – 2005

Position: Receptionist/Admin Assistant

Duties: Answering telephone and handling telephonic queries

Scheduling of appointments

Liasing with medical aid offices to confirm benefits available

Updating consultation sheets

Receiving payments

Reconciling cash flow

Creating new patient files, maintenance and filing

Packing of tablets into tablet packets

Ensuring reception area is tidy

Assisting the doctor on duty when necessary

(Note: Above was a permanent weekend and holiday work whilst studying)

***REFERENCES***

1. Jeneatha Johannes (Team Leader, Foschini), 021 937 4064

2. Elsa (Supervisor, Game), 021 595 1268

3. Dr N Cader (Belhar Medical Centre), 021 952 4364

4. Dr R Badroodien (Belhar Medical Centre), 0834628026

5. Chevonne Seales (Fusion Outsourcing Team Leader) 0714631942