SHAAKIRAH RIDDER

PROFILE

PHONE
078 636 9896

EMAIL
shaakirahridder@gmail.com

ADDRESS
Kuilsriver, Cape Town

Graduate with Bachelor of Social Science in Psychology and Social Development, currently completing Honours in Social Development at the University of Cape Town. Interested in HR, Recruitment, Social Media, Reception, Learning and Development, Administration, work experience.

EDUCATION

Bachelor of Social Science
University of Cape Town
- Psychology and Social Development
- 2020 - 2024

Honours in Social Development
University of Cape Town
- Social Development
- Current: 2024

SKILLS

Strong computer and technology skills
Excellent communication skills
Data capturing in spreadsheets/ systems
Microsoft Office
Google Sheets
Proficient in admin tasks
Strong time management skills
Multitasking and Deadline driven

LANGUAGES

English
Afrikaans

REFERENCES

TRACEY SCHOLTZ
BIJOUX LUCY / HR
Email: scholtztracey@gmail.com

WHITNEY ABRAHAMS
MANGO 5 / HR
Phone: +27 78 712 9799

WORK EXPERIENCE

PERSONAL ASSISTANT   2020 - 2021
REVIVE MARKETING

- Make travel arrangements, scheduling appointments
- Maintain database and filing system using Excel
- Assist with company events and social media content
- Take notes during meetings, deal with emails and letters
- Answering/making phone calls, calendar management

CUSTOMER SERVICE ADVISOR   2021 - 2022
CAPITA

- Handle incoming calls, chats and emails
- Provide customer service experience, resolve queries
- Complete payments and account manager
- Data entry and validation through specific processes

ASSISTANT TO OWNER   2022 - 2023
BIJOUX LUCY

- Manage spreadsheets, update records
- Provide customer service experience, resolve queries
- Interview and assess prospective applicants
- Calendar management, schedule meetings.
- Social media management and marketing

VERIFICATION SPECIALIST   2022 - 2023
MANGO 5

- Reach out to company representatives to obtain information
- Complete verifications within time frame.
- Build relationships through phone, email, chat, online forms
- Handle sensitive personal data inline with security policies
- Multi-task and manoeuvre through different systems