

# **Curriculum Vitae**

**INETTE NIEUWENHUIZEN**

**PERSONAL DETAILS**

<b>SURNAME</b>	Nieuwenhuizen
<b>FIRST NAMES</b>	Innette
<b>CONTACT DETAILS</b>	539 Braam Pretorius Street 1 Villa Lecile Magalieskruin Pretoria South Africa 0082
<b>CELL PHONE</b>	+27 82 480 5157
<b>DATE OF BIRTH (AGE)</b>	28 May 1985
<b>NATIONALITY</b>	South African (8505280964081)
<b>SEX</b>	Female
<b>MARITAL STATUS</b>	Married
<b>DEPENDANTS</b>	Two
<b>LANGUAGES</b>	English, Afrikaans
<b>HEALTH</b>	Excellent
<b>DRIVERS LICENCE</b>	Code EB
<b>OWN VEHICLE</b>	Yes
<b>EMPLOYMENT EQUITY PROFILE</b>	White

## **EDUCATIONAL QUALIFICATIONS**

### **SECONDARY**

INSTITUTION                                      Hoërskool Oos Moot

QUALIFICATION                                      Matric – 2003

### **TERTIARY**

INSTITUTION                                      Tshwane University of Technology

QUALIFICATION                                      Certificate in Travel Agency Operations 2004  
(car hire, forex, cruising, tour packages and destinations)

Course in Fidelio 2005  
(Accommodation booking system)

## **EMPLOYMENT HISTORY**

### **1. National Airways Corporation (Pty) Ltd – (March 2014 to Current)**

DEPARTMENT                                      Charters – Charter Coordinator

### **DUTIES**

- Calculate, compile and present quotations to prospective clients. (Sales of Charter)
- Make provisional bookings with the Operations Controller
- Follow up on provisional bookings
- Process confirmed flights
- Assist with catering arrangements, accommodation bookings and crew when needed
- Perform the flight following duties
- Meet and greet high level customers including CEO's, Ministers and various other important customers.
- Reconcile actual cost versus quoted flight costs
- Update quote records on the charter computer system
- Calculate and issue float for crew S&T
- Marketing of the available aircraft fleet
- Identify and research marketing opportunities
- Arrange all marketing events/exhibitions.

- Compilation of annual marketing/events calendar for department staff and sales team.
- Meet and Greet FBO Clients/owners/NAC Flights during office hours or otherwise specified.
- Compilation of annual marketing/events budgets.
- Tracking of budget versus actual expenses.
- Ideas and orders for Corporate Office wear
- Travelling to various destinations in South Africa as well as over-border for marketing functions and promotional events.
- Daily checks of the VIP lounge for cleanliness and presentability to clients.

## **2. National Airways Corporation (Pty) Ltd – (August 2013 – February 2014)**

### **DEPARTMENT**

**NAC Technical Training Academy / Flight  
Safety International – Training Coordinator**

### **DUTIES**

- Interview Customers to determine their training needs.
- Coordinate appropriate scheduling dates and times.
- Communicate pricing and billing procedures.
- Send quotations to customers.
- Arrange hotel/car rental accommodations & reservations.
- Arrange to mail local area information (i.e. maps, list of restaurants, etc.) to customer prior training.
- Documentation of customer accounts/data entry.
- Invoicing to customers on training booked.
- Records of Training and Diploma preparation, as required.
- Develop and maintain records of Customers adherence to regulatory requirements.
- Follow-up on quotations supplied.
- Generate weekly/monthly/annually schedules and communicate any schedule changes to customers and employees.
- Lead SACAA Audits (Training manuals changed to standards, all relevant information the SACAA might need)
- Manage of the training facility with regards to groceries, stationery, maintenance and any other issues that may occur.
- Preparation of all training classrooms prior to training (attendance register, pens, notebooks, water, sweets, examination papers etc.)
- Issue of all training certificates to students who successfully completed their course.
- Marketing of training facility (design of advertisements and placement)
- Corporate uniform and corporate gifts

**3. National Airways Corporation (Pty) Ltd – (October 2012 – August 2013)**

**DEPARTMENT**

**Charters – Client Relations Officer / Marketing**

**DUTIES**

- Assist the Sales Manager and Sales Executives when requested with quotations and or any other sales related issues.
- Proactively seek to identify customer needs and effective at cross-selling and referring leads to the appropriate channels for follow-up.
- Assist in the analysis of customer trends to enhance sales and service management process.
- Identify and research marketing opportunities
- Present weekly status to Charter and Sales manager for review.
- Arrange all marketing activities.
- Compilation of annual marketing/events calendar for department staff and sales team.
- Meet and Greet FBO Clients/owners/NAC Flights during office hours or otherwise specified.
- Weekly birthday notifications to clients.
- Client profiling per charter flight, documented and saved on CharterMax.
- Manage customer arrivals and departures to maximize relationship building opportunities.
- Take full ownership of customers' problems and ensure complete customer satisfaction of problem resolution.
- Present weekly status report to Charter and Sales Managers with client feedback and/or issues that need to be addressed.
- General Meet and Greet process – checking and evaluating of operations staff.
- If required, staff training in dealing and working with client.
- Compilation of annual marketing/events budget in association with NAC Head Office Marketing Department.
- Tracking of budget versus actual expenses.
- Graphics and designing of advertisements.
- Orders for promotional and corporate gifts
- Ideas and orders for Corporate Office wear
- Travelling to various destinations in South Africa as well as over-border for marketing functions and promotional events.
- Daily checks of the VIP lounge for cleanliness and presentability to clients.
- Distribution and removal of all magazines/newspapers/reading material.
- Checking of equipment, including cleanliness, maintenance and operation of coffee machines, fridges and restroom facilities.
- Spot checks of aircraft for presentability to clients.
- Daily checking of cleaner/tea girl – duties being performed, i.e. cleanliness

and stock of all restrooms; fridge stocked in the lounge; magazine control in the lounge and the aircrafts to name a few.

**4. National Airways Corporation (Pty) Ltd – (September 2010 to September 2012)**

**DEPARTMENT**

**Charters – Account Manager**

**DUTIES**

- Calculate, compile and present quotations to prospective clients. (Sales of Charter)
- Make provisional bookings with the Operations Controller
- Follow up on provisional bookings
- Process confirmed flights
- Assist with catering arrangements, accommodation bookings and crew when needed
- Perform the flight following duties
- Meet and greet high level customers including CEO's, Ministers and various other important customers.
- Reconcile actual cost versus quoted flight costs
- Update quote records on the charter computer system
- Order Catering for daily flights
- Calculate and issue float for crew S&T
- Marketing of the available aircraft fleet

**5. Naturelink Aviation (Pty) Ltd (September 2007 to August 2010)**

**DEPARTMENT:** C.E.O. (Personal Assistant)

**DUTIES**

- Personal Assistant to Chief Executive Officer
- Personal Assistant to Executive Director Finance
- Also performed the duties of Assistant to Marketing Manager
- Graphics and designing of advertisements
- Arranging marketing related functions (media flights, golf days, exhibitions)
- Ordering promotional and cooperate gifts
- Management of company driver including requests, route planning and overtime
- Purchasing and reconciliations of the company groceries accounts
- Management and control of all company cell phones, 3G cards and placement of all company laptops
- Management of all IT related issues and purchases
- Management and distribution of company uniforms
- Management of sundry salary deductions
- Prepare yearly budgets for Executive Director Finance
- Minute taking at management meetings and debtors and invoicing meeting
- Management and recons of all company vehicle fuel cards and slips
- General office management for Chief Executive Officer and Executive Director Finance
- Organising of catering and drinks for meetings/events
- Management of stationery orders and request for entire company
- Receiving of customers

**TERMINATION** Merge between Naturelink Aviation (Pty) Ltd and National Airways Corporation (Pty) Ltd (Redeployed)

**6. Naturelink Aviation (Pty) Ltd (August 2006 to September 2007)**

**DEPARTMENT** Operations and Charters

**DUTIES**

- Personal Assistant to Executive Director Operations
- Office administration
- Supervision of hangar staff
- Obtaining flight clearances worldwide
- Liaise with Jeppesen regarding various issues
- Reconciliation of World Fuel invoices
- Coordinates Europcar bookings

- Travel arrangements for all management staff and directors

**7. Naturelink Aviation (Pty) Ltd (February 2006 to July 2006)**

**DEPARTMENT**

**Company Receptionist**

**DUTIES**

- Managing the switchboard function and managing the supplier of the switchboard
- Receiving international and national customers and attend to customer specific requests
- HR assistance when required: Interviews etc.
- In charge of company stationary including sourcing, issuing, monthly financial reporting and stock checks on stationary
- Managing the office of the Chief Operating Officer including appointments, travel arrangements, filing system, customer contacts management
- Budget control and taking minutes at meetings
- Exposed to the arrangement of various company functions including air shows, product launches yearend function preparations and general sales functions
- Prepared various financial reports for the finance department and prepared the annual budget presentation on PowerPoint for the Chief Financial Officer.

**8. Etosha Nature Reserve (December 2003- January 2006)**

**DEPARTMENT**

**Receptionist/Booking Agent**

**DUTIES**

- Reservations and check in of customers
- Attending to incoming phone calls, reservation enquiries as well as preparation of quotations
- General administration duties
- Management of housekeeping staff



### **DESIRED CAREER OPPORTUNITY**

I have experience in dealing with administration, client services sales and marketing. I consider myself a highly motivated individual and I am well suited for a position in any market and field.

This will afford me the opportunity to apply my knowledge I have gained through my years of experience in the corporate environment. I enjoy a challenging career and every new opportunity I am given.

### **REFERENCES**

Tertius van Jaarsveld

C.E.O. Naturelink Aviation (Pty) Ltd/  
Executive Director Maintenance National  
Airways Corporation/  
C.E.O Fly Awesome Aviation  
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