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| Curriculum Vitae of**Melisha Naidoo** | **Address:** Unit 36 Acorn Ridge, 2a Nerina Street, Ferndale, Gauteng, 2194**Contact Number:** +27 61 775 1208**E-mail Address:** melishan87@gmail.com**EE/AA:** Indian, Female and Disabled**Nationality:** South African - 8712110091081 |

To whom it may concern,

As an individual I know that I am determined, motivated and set high standards for myself. I am a self- starter, with an abundance of energy, always striving for quality in whatever task I am presented with.

I also portray excellent problem-solving skills by applying my time, patience and a positive attitude to get the most efficient and effective solution, where all or most parties are satisfied. I display passion for my job and the enjoyment and satisfaction I receive upon accomplishment. I know and firmly believe that no task is too great a job for me to handle, such is my enthusiasm and ability to succeed.

Apart from my work experiences I have gained from various employers (please refer to my CV), I believe that I have the know-how, skills, temperament and ability to fit your profile. My working experience with the Netcare Group has also groomed me into a professional individual for the corporate environment.

I am classified as disabled due to chronic diabetes and impaired vision in both my eyes. However, this does not affect my ability to give off my best.

Thank you kindly,

Melisha Naidoo

# Skills

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| **Adaptability*** I am able to maintain effectiveness when experiencing changes in work tasks or the environment and adjust effectively to new work structures, processes, or requirements
* Exercise tolerance, patience and tact in dealing with people from a wide range of backgrounds and cultures
* The ability to work well under pressure and flexibility in working hours

**Building customer loyalty*** Effectively meeting customer needs, building productive customer relationships and taking responsibility for customer satisfaction and loyalty

**Managing work*** Setting high standards of performance by assuming the overall responsibility for the management of time and resources to ensure that my work is completed efficiently

**Quality orientation*** Producing work of high-quality standards by accurately checking processes and tasks
* Identifying and understanding the problems and opportunities in order to take appropriate actions and/or resolve problems effectively

**Work standards*** Set high standards of performance for myself by taking accountability for the successful implementation of assignments or tasks given

**Attention to detail*** Ensure that tasks are completed thoroughly and precisely
* Utilize past experience and anticipate future details that may have to be taken into account in order to complete tasks and meet required standards
* Ensure that systems are implemented to proactively prevent errors from occurring

**Customer relations and coordination** * Building customers relations and building customer loyalty
* Active listening and communication with customers

**Advanced clerical and operational skills*** Advanced computer skills
* Critical and analytical thinking
* Manage files
* Schedule appointments, deliveries and manage deliveries and pick ups
* The ability to solve customer problems quickly and efficiently

**Time management** * I have the ability to prioritize tasks, meet deadlines and handle multiple responsibilities at once

**Organizational skills*** I have the ability to manage files, schedule appointments and maintain an organized workspace
* I maintain and manage multiple incoming and outgoing deliveries within allocated timeframes

**Communication skills*** I have the ability to communicate well with others, ie. colleagues, customers and clerical
* I have the ability to write professional emails and type professional documents as well as communicate via phone and video conference.
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# Experience

**SAP eBond**

**Microsoft Excel 1, 2 & 3 Microsoft Word**

**Microsoft PowerPoint Microsoft Outlook**

### **jANUARY 2020 – NOVEMBER 2024**

## CUSTOMER SERVICES AND MARKETING ADMINISTRAYOR – Electro Medics Wellness, Gauteng

**Duties:** Customer relations and coordination

Providing product information, pricing and availability to customers and clients

Planning and scheduling customer deliveries

Monitoring and tracking orders

Generating customer collection and delivery pick slips

Resolving customer enquiries and escalating them to the team

Directing customer feedback to relevant departments

Planning and executing marketing campaigns

Managing marketing staff

Collaborating with other teams

Analyzing data and writing reports

Tracking online activities

Supporting sales

Corporate branding

**Reference:** Rahul Panday

 Director

 083 793 7930/0861 22 28 22

 rahul@electromedics.co.za

**Reason to leave:** Career growth

### **June 2011 – april 2018**

## Switchboard Operator - Netcare Olivedale Hospital, Randburg, Gauteng

**Duties:** Operate communication systems, such as telephone and switchboard

Answering incoming calls, greeting callers, providing information, transferring calls, and/or taking messages

 Routing emergency calls appropriately

 Paging Doctors accordingly

 Testing telephone lines

Assigning Speed Dials respectively

 Assisting with general admin and reception duties

 Occasionally working in Doctor’s Sessional rooms

 Discharging Patients

 Printing admission forms and stickers

 Scanning and attaching documentation to relevant patient files

 Capturing Patient files

 Compiling bed stats

 Directing and guiding visitors and patients to different wards, depos, departments and rooms of Doctors

 Maintaining and keeping the Reception and Switchboard area clean and tidy at all times

 Performing clerical tasks

 Scheduling interviews

 Distribute important information to appropriate departments

 Providing professional customer service

 Admitting Patients

 Assisting in Doctor’s Sessional Rooms

 Practicing The Netcare Way in everything that I do and say

**Reference:** Lizette Marx

Reception Supervisor

011-777 2278

 Lizette.Marx@netcare.co.za

**Reason to leave:** Career growth and to gain more experience in the Business Administration and

Management field

**January 2011 – May 2011**

Underwent several eye surgeries due to Diabetes

### **june 2010 – december 2010**

## Data Capturer – Investmor Africa, Umhlanga Rocks, Kwa-Zulu Natal

**Duties:** Providing administrative support

Capturing of all client data

 Dealing with various insurance companies regarding any queries

 Compiling of monthly reports

 Onboarding

 Client vetting

 FICA compliance verification

 Matchlisting

**Reference:** Renesh Maharaj

 Owner

 082 469 7325

**Reason to leave:** Career growth

### **september 2007 – may 2010**

## Data Capturer & General Office Administrator – DPMT Intellect Services, Umhlanga Ridge, Kwa-Zulu Natal

**Duties:** Data entry

Reading validations

 Re-checks

 Quality assurance of data

Checking technical data criteria

File receiving and file outgoing

General clerical tasks

Creating spreadsheets and schedules

Scheduling appointments

File management

Document management

Office purchases

Onboarding

 Client vetting

 FICA compliance verification

 Matchlisting

**Reference:** Daya Naidoo

 Director

 081 473 2333

**Reason to leave**: Retrenched – Company closed

### **January 2006 – august 2007**

## Bond Administrator & Human Resource Administrator – 1Callbond.com, Umhlanga Ridge, Kwa-Zulu Natal

**Duties:** Liaise with clients looking to acquire finance

 Verify and check all client profiles prior to bond approval

 Download all client information onto software program

 Download profile to various banks

 Liaising with various banks, doing follow ups on bond registrations and payments

 General office administrative functions such as gathering payroll data and creating payslips

 Handing payslips to staff upon their signature

 Handling employment contracts

 Setting up interviews for available vacancies

 Overseeing overall human resource personnel

 Creating guidelines and FAQ documents about company policies

 Recapitulate company policies and protocols

 Onboarding

 Client vetting

 Matchlisting

 FICA compliance verification

 Maintaining records in both departments

 Answering employees’ queries about HR and Bond related issues

**Reference:** Pranitha Bikhani

 Director

 061 761 7833

**Reason to leave:** Retrenched - Economic downsizing

# Education

### **2004**

## Matric Conditional Exemption – Mount Edgecombe Private School, Kwa-Zulu Natal

**Subjects Passed:** English

Afrikaans

 Accounting

 Mathematics

 Economics

 Computer Science

### **january 2012**

## Diploma in Information Technology - UNISA

**Modules Passed: First Year**

Business Management

Practising Workplace English

 Workstation Technical Skills

Business Informatics 1

Introduction to Web Design

 Ethical Information & Communication Technologies for Development Solutions

**Status:** Incomplete

### **DECEMBER 2018**

## National Certificate in Business Practice – TRAINING FORCE

## Status: CompleteD in november 2019

# Activities

# Hobbies:

* Artistic activities - graphic design
* Community service – Randburg Food For Life (NGO)
* Cooking and baking

# Interests:

* Making or listening to music
* Gaming – puzzles and chess
* Nature
* Foreign languages - Hindi
* Reading and research