

***CURRICULUM VITAE***

***OF***

***NOLEEN MANUEL***

***PERSONAL DETAILS***

SURNAME : MANUEL

NAME : NOLEEN

GENDER : FEMALE

DATE OF BIRTH : 23RD JUNE 1981

NATIONALITY : SOUTH AFRICAN

IDENTITY NO : 810623 0264 084

HOME LANGUAGE : ENGLISH

MARITAL STATUS : SINGLE

DEPENDANTS : NONE

CONTACT NUMBERS : 079 456 5990

EMAIL : noleenmanuel35@gmail.com

PHYSICAL ADDRESS : 110 HIGHLANDS RD

 KENSINGTON

 JOHANNESBURG

 2091

CRIMINAL RECORD : NONE

HOBBIES : HOCKEY AND SWIMMING

***EDUCATIONAL HISTORY***

LAST SCHOOL ATTENDED : SPARKS ESTATE SENIOR

 (DURBAN)

GRADE : GRADE 12

SUBJECTS : ENGLISH

 AFRIKAANS

 BUSINESS ECONOMICS

 BIOLOGY

 HISTORY

 GEOGRAPHY

COMPUTER LITERACY : MS WORD

 MS EXCEL

 MS POWERPOINT

 MS OUTLOOK

 PASTAL

 SAP

 JEWEL TECH

 DOLFIN

***EMPLOYMENT HISTORY***

NAME OF COMPANY : CAPITAL AUTO WORLD (CAR DEALERSHIP)

DATE OF EMPLOYMENT : 07TH MAY 2019 TO 31ST AUGUST 2019

POSITION HELD : CUSTOMER SERVICE MANAGER

DUTIES :meet & greet clientele, assistance on switchboard functions, booking in vehicles for services, assistance with leads on sales, follow up with potential clients, assistance with the delivery of vehicles and paperwork

BUILIDNG GOOD CUSTOMER RELATIONS

STAFF RECRUITMENT & APPRAISALS

ARRANGING STAFF MEETINGS

TRAINING & DEVELOPMENT

HANADLING COMPLAINTS & QUERY

SORTING SECURITY ISSUES

FINANCIAL RESPONSIBILITIES

ORGANISING PROMOTIONAL EVENTS

MONITORING OF STAFF

***REFERENCES***

CONTACT PERSON : CANDICE LAYDE- 011 312 0259

 079 947 4790

NAME OF COMPANY : TOYS R US

DATE OF EMPLOYMENT : 14 JUNE 2018 TO 04TH MAY 2019

POSITION HELD : ASSISTANT STORE MANAGER

DUTIES

MANAGING THE RECEIVING PROCESS

COMPLETING ADJUSTMENTS

SUPERVISING STAFF.

ASSISTING IN CASH UP

OPENING AND CLOSING OF STORE

supervising refunds and exchanges

dispatch of stock and damages

merchandising stock on floor

assisting in stock take process

assisting with h.r – leave and overtime submissions

assisting with price changes

***REFERENCES***

CONTACT PERSON : MARIAAN- 082 809 3759

NAME OF COMPANY : JADE JEWELLERS

DATE OF EMPLOYMENT : 1 APR 2017 TO – 8 JUNE 2018

POSITION HELD : ASSISTANT MANAGER

 DUTIES MAKING SURE THE SHOP

 FLOOR RUNS SMOOTHLY

MEET THE STORE'S MONTHLY TARGETS AND HANDLE BUDGETS

[RECRUIT AND TRAIN STAFF](https://www.totaljobs.com/careers-advice/job-profile/HR-jobs/hr-industry-job-descriptions)

DEAL WITH ANY ENQUIRIES AND COMPLAINTS AND MONITOR CUSTOMER SERVICE

SERVE CUSTOMERS AS NEEDED

PUT TOGETHER THE ROTAS AND SHIFTS

CHECK THAT THE PRODUCTS YOU SELL ARE [WELL DISPLAYED](https://www.totaljobs.com/careers-advice/job-profile/retail-jobs/merchandiser-job-description)

MANAGING DELIVERIES

MAKING SURE THAT ALL JEWELLERY AND WATCH REPAIRS ARE SENT OUT TO THE RELEVANT SUPPLIERS.

DOING QUOTES AND VALIDATION FOR CUSTOMERS.

DOING FOLLOW UPS ON ORDERS AND REPAIRS FOR CUSTOMERS.

MAKING SURE THAT WE ARE ORDERING THE RIGHT STOCK AS WELL.

MERCHANDISING STOCK IS DISPLAYED CORRECTLY.

MAKING SURE THERE’S ENOUGH COVERAGE OF STAFF.

MAKING SURE THAT ALL JEWELLERY IS CLEAN.

WORKING ON TILL (POS)

OPENING AND CLOSING OF STORE

SIGNING FOR ALL STOCK AND REPAIRS THAT COMES VIA COURIER SERVICE (RAM )

MAKING SURE THAT STOCK TAKE IS DONE ON A REGULAR BASIS.

MAKING SURE THAT STOCK COUNT IS DONE EVERYDAY.

***REFERENCES***

CONTACT PERSON : NALEDI 072 363 6636

NAME OF COMPANY : STUTTAFORDS

DATE OF EMPLOYMENT : NOV 2007 TO – 13 NOV 2016

POSITION HELD : COUNTER MANAGER

DUTIES : FACIALS,

 MAKE OVERS

 SALES

 POINT OF SALES

 TRACKING /ACHIEVING TARGETS

 TRAINING BEAUTY ADVISORS

 GENERAL ADMIN DUTIES

 IN STORE ACTIVATIONS

 CUSTOMER SERVICES

 MOTIVATION OF COUNTER STAFF

 ORDERING STOCK

 MAINTAINING STORE AND BRAND STANDARDS

STOCK TAKES

-PREPARATION

-BINNING

-SCANNING AND SECOUND CHECKS

-ASSISTING ALL BRANDS TO

COMPLETE STOCK TAKE IN TIME

COSMETICS SUPERVISOR

-MANAGING DEPARTMENT IN THE ABSENCE OF MANAGER

-TILL VOIDS/OVER RIDES

-ASSISTING WITH CUSTOMER QUERIES/COMPLAINTS

-ENSURING ADEQUATE STAFF COVERAGE IN THE DEPARTMENT

-TEA AND LUNCH ROSTER MANAGEMENT

***REFERENCE***

CONTACT PERSON: STACY WILLIS 0818261163

NAME OF COMPANY *:* SYNTELL IMAGING

POSITION HELD : (QC) QUALITY CONTROL AND

 : DATA CAPTURING

 CLEAN UP OF SPOTS FINES

: CAPTURING RE-ISSUES

: DATA CAPTURING

* CLIPPING PREPROCESS
* INDEXING 1
* INDEXING 2

: QUALITY CONTROL PROCESS

DATE : 15TH DECEMBER 29th JUNE 2007

***REFERENCES***

CONTACT PERSON : MS. ANTONNETTE / TONY

CONTACT NUMBERS : (011) 262 6189

NAME OF COMPANY *:* DICOLL ELECTRONICS

POSITION HELD : CALL CENTRE AGENT

DUTIES : LOGGING OF CALLS

 DISPATCHING ONSITE ENGINEERS

 DEALING WITH BOOKING OF

 PARTS

 DEALING WITH DIFFERENT CALL

 CENTRES BY MAKING SURE PARTS

 AVAILABLE

 MAKING SURE PARTS ARE SEND TO

 THE RELEVANT PEOPLE LIKE

 STORES (DHL)

DATE : 25TH JULY 2006 -31ST OCTOBER 2006

REASON FOR LEAVING : CONTRACT ENDED

***REFERENCE***

CONTACT PERSON : MS. LEE-ANN GAFFNEY

CONTACT NUMBER : (011) 314 0710

NAME OF COMPANY *:* HEIDELBERG GRAPHICS

POSITION HELD : INVOICE CLERK

DUTIES : DATA CAPTURING

 FILING

 INVOICING

DATE : 9TH NOV 2005-30TH MARCH 2006

REASON FOR LEAVING : TEMP ASSIGNMENT

***REFERENCE***

CONTACT PERSON : MS. ANNE HOOK

CONTACT NUMBER : (011) 233-0525

NAME OF COMPANY : GAUTENG SHARED SERVICES

 CENTRE

POSITION HELD : ADMIN / OFFICE ASSISTANT

DUTIES : BOOKING OF BOARD ROOMS FOR

 MEETINGS

 DATA CAPTURING

 FILING

 ASSISTING VISITORS AT

 RECEPTION

 GENERAL OFFICE DUTIES

 ANSWERING OF TELEPHONES

DATE : 3RD OCT 2005-7TH NOV 2005

REASON FOR LEAVING : TEMP ASSIGMENT

***REFERENCE***

CONTACT PERSON : MS. MAPONTSO MOPELI

CONTACT NUMBER : (011) 689 8306

NAME OF COMPANY *:* TOYOTA-CUSTOMER DEALER

 SERVICES

POSITION HELD : CUSTOMER CARE SERVICES

DUTIES : ENQUIRIES DEALING WITH

 CLIENTS & DEALERS

DATE : APRIL 2005-JUNE 2005

REASON FOR LEAVING : TEMP ASSIGMENTS

***REFERENCES***

CONTACT PERSON : MS. KARIENA VISSER

CONTACT NUMBER : (011) 809 2166

NAME OF COMPANY *:* WALTONS STATIONERY

POSITION HELD : RETAIL ASSISTANT

DUTIES : CASHING

 BANKING

 FILING

DATE : NOV 2004-APRIL 2005

REASON FOR LEAVING : TEMP ASSIGMENT

***REFERENCES***

CONTACT PERSON : RUWAYDA ROBERTS

NUMBER : 011 447 6174

NAME OF COMPANY *:* BUREAU VERITAS

POSITION HELD : ADMIN CLERK

DUTIES : DATA CAPTURING & ADMIN

 ASSISTANT

 HANDLING INBOUND &

 OUTBOUND CALLS

 ASSISTING WITH FILING

 ISSUING CERTIFICATES

DATA : NOV 2003-MAY 2004

REASON FOR LEAVING : TEMP ASSIGMENT

***REFERENCES***

CONTACT PERSON : MS. CHANTEL

CONTACT NUMBER : (011) 883 6994

NAME OF COMPANY : SHIELD BUYING & DISTRIBUTORS

POSITION HELD : CLAIMS CLERK

DUTIES : RECLAIMING OF CLAIMS

 DATA CAPTURING ON EXCEL

 FILING

DATES : SEP 2003-OCT 2003

REFERENCE : SANDRA 011 462 6328

REASON FOR LEAVING : TEMP ASSIGMENT

NAME OF COMPANY *:* DISCHEM

POSITION HELD : RECEPTIONIST

DUTIES : CUSTOMER LIAISION

 SCREENING & BOOKING CALLS

 GENERAL OFFICE DUTIES

DATES : NOV 2002-MARCH 2003

REASON FOR LEAVING : TEMP ASSIGMENT

***REFERENCES***

CONTACT PERSON : MR. V. CORREIRA

CONTACT NUMBER : (011) 907 4483

NAME OF COMPANY : SOUTH AFRICAN POLICE

 SERVICE (DBN)

POSITION HELD : ADMINISTRATION CLERK

DUTIES : RECEPTIONIST (SWITCHBOARD)

 HANDLING OF REGISTERS

 COMPILING OF LEGAL

 DOCUMENTS

 HANDLING DAILY

 CORRESPONDENCE & QUERIES

 ASSISTING OTHER SAPS MEMBERS

 WITH MINOR DUTIES

DATE : FEB 2001-OCT 2002

REASON FOR LEAVING : RELOCATED TO JOHANNESBURG

***REFERENCE***

CONTACT PERSON : CAPTAIN K PILLAY

CONTACT NUMBER : (031) 451 4319