



# Portia Ndima

Curriculum Vitae (CV)

## What job i'm looking for? My positive points

I have the qualification and experience in broad spectrum consisting of Customer Services, Administration, Call Centre, Facilities Management Helpdesk, Organizational, Communicational Skills, Data Capturing, Events Coordinator, Working without Supervision and Various Computer packages required for any office position, and also Studying HR Management.

I have Ability to work within a multi-cultural, multi-functional team environment.

-Able to perform well under pressure.

-Professional and confident.

-Approachable

-Friendly, polite and helpful.

-Excellent communication skills

Preferred occupation	Administrative jobs
Preferred work location	Johannesburg Gauteng

## Contacts and general information about me

Day of birth	1974-07-23 (50 years old)
Gender	Female
Residential location	Johannesburg Gauteng
Telephone number	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>
Email address	<i>Information is available only for registered users.</i> <a href="#">Sign in</a>

## Work experience

Working period **nuo 1998.12 iki 2004.06**  
Company name Bar-den  
You were working at: Store person  
Occupation Stationery/ Maintenance store lady-Supervisor  
What you did at this job position? • Filling clerk/ Store lady (Supervisor) • Supervision for maintenance and Stationery deliveries • Requesting quotes from supplies • Data capturing/ invoicing orders • Reception duties • Processing stationery/ maintenance orders • Dispatch of orders and equipment to SBSA tenants • Filling invoices • Stock taking for maintenance/ stationery store • Taking queries regarding orders • Buying maintenance equipment/ assisting suppliers • Packing and unpacking orders and new stock

Working period **nuo 2004.07 iki 2012.12**  
Company name Drake & SCULL FM  
You were working at: Supervisor  
Occupation Events Coordinator/ Project Personeel/ Helpdesk Operator  
What you did at this job position? • Supervising Project Leap Helpdesk • Answering the telephone for Project Leap Helpdesk • Tackling all High priority calls or queries • Processing request via e-mail and telephonically • Available to all those staff members who will be undergoing relocations as part of the revamp • Send a news letter(fanout)every Friday to SBSA tenants • Update the distribution list for all Divisions/Departments relocating for Project Management • Follow up and ensure Move Representatives that there are no unforeseen problems or changes for their move. • Visiting Tenants to collect Snags every Wednesday • Attend meetings with Move Coordination Committee, three times a week • Liaise with other Departments and Contractors for less urgent queries(IT,Telephone & others) • Provide feed back to the Project Manager • Do Desk drops once a week after a move • Do follow ups for job requested or Snags, • Closing all completed job requested on the system. • Events Coordinator • Generate daily bookings for function request(The Imvelo Park, Atrium , Auditoriums and Foyer-6) • Run the Christmas Market-Once in a year • Coordinate all relevant JOC requirements with the relevant business unit • Update all bookings on the functions calendar and forward it to relevant managers • Generate work orders furniture, cleaning and building maintenance, Vending/Confectionary complaints and plant care • Liaise with SBSA tenants nationally • Processing request via e-mail and telephonically • Book Parking for SBSA tenants nationally • Arrange for specific areas to be cleaned • Do follow ups for job requested.

Working period **nuo 2016.04 iki 2019.03**

Company name TSEBO FM

You were working at: Administrators

Occupation Helpdesk Operator/ Financial administration/Facility Coordinator

What you did at this job position? • Assisting in Facilities Management for Standard Chartered Bank, Vodacom Lesotho, Diageo, RCL Foods, UBS, CHEP ,Tsebo Facilities Solutions, YUM- KFC, Quayside, Netcare, AdvTECH and BATSA(British American Tobacco South Africa). • Supervising Diageo, UBS, RCL, Tsebo Facilities Property, AdvTech and Quayside Contracts. • Generate work orders for Health and Safety Compliance Management, building maintenance, Sub- Contracted cleaning, Security, Plumbing Repairs, Electrical Maintenance, Fire Fighting Equipment and Pest Control • Processing request via e-mail and telephonically • Liaise with All Clients /Staff throughout Africa for SCB and for other contracts- Nationally. • Provide Feed Back and Critical observation to the Facilities Manager on daily issues • Do follow ups for job requested and call progress with internal and external Facilities Managers to change the status of calls requested on INFO EAM • Pulling Reports for all open calls Daily, Weekly and Monthly • Create Purchase Orders and GRV for all completed calls • Financial administration/ Facility Coordinating • Preventative Planning Maintenance-Ensure that PPM work orders are generate and monitored • Ensure PPM's are closed in the given time frame • Respond to Clients(Principals) signed quotations and following up with the Hygiene suppliers-ADvTECH Contract • Ensure a high level of customer service provided and maintained to clients • Provide feedback to Facility Managers and Supervisors on job progress • Dispatching work orders to Facility Managers and Suppliers to provide quotations • Creating Purchase Orders for some of the Contracts UBS, Diageo, CHEP, YUM-KFC, Quayside • Invoicing or generating GRV for completed work orders for UBS contract Submitting invoices to Finance accounts payable Department on or before the deadline

<b>Education</b>	
Educational period	<b>nuo 1994.01 iki 2014.09</b>
Degree	Grade 12 / Matric
Educational institution	Qedilizwe sec school/ Chiawelo Adult Centre
Educational qualification	Matriculated
Educational period	<b>nuo 1999.02 iki 2000.08</b>
Degree	Diploma
Educational institution	IBN cOMPUTER SCHOOL
Educational qualification	Introduction to computers
Educational period	<b>nuo 2000.02 iki 2001.01</b>
Degree	Certificate
Educational institution	LIGHT STUDY CENTRE Computer School
Educational qualification	A+ Certificate

**Languages**

Language	Speaking level	Understanding level	Writing level
English	fluent	very good	very good
isiZulu	fluent	very good	very good
Sesotho	good	very good	basic

**Computer knowledge**

IBN Computer School: Diploma (August 2000)

Introduction to computers, dos, word Perfect, Dbase 4, Bookkeeping, Lotus 1, 2, 3, Micro Windows, MS Word

LIGHT STUDY CENTRE Computer School: A+ Certificate (20 January 2001)

Basic computer service concept PC Architectures, PC Memory, Disk System, Peripheral Devices, Installation &Upgrades, Safety ,Customer service, Trouble shooting, Using Microsoft operating system, Installing &running Applications, Networking Fundamentals, Preventative maintenance.

**Conferences, seminars**

Sales consultant

Frontline Training :( 24 August2006)

Self empowering vision and core value development programme-Antoinette C.Phitidi

Diversity development:(29/30 October 2007)

To work within a multi-cultural, multi-functional team environment.

Write Better Business English :( 29/02/2010)

Read and write better business English.

Call centre Training Workshop programme (03/04/2013)

Avocado Vision being an Awesome Call Agent

**Recommendations**

Contact person	Helen Foliadis
Occupation	Project Manager
Company	Standard Bank
Telephone number	011 770 8294/ 0713620313
Email address	Helen.foliadis@standardbank.co.za
Contact person	Sujather Pather
Occupation	Helpdesk manager
Company	Drake & Scull FM
Telephone number	083 626 9990
Email address	Sujather.pather@standardbank.co.za

## Additional information

Your hobbies	Reading Cooking Visiting provinces Doing Photo shoots
Driver licenses	None
Salary you wish	20000 R per month
How much do you earn now	16000 R per month