



Theresa Orchard

Curriculum Vitae (CV)

What job i'm looking for? My positive points

I am looking for a full-time administrative job. I am a hard worker who believes in doing my work as efficiently and correctly as possible. I always double check my work before submitting it. I am able to work within a team and I am also able to work independently with many years of experience working remotely. One of my strongest skills is Customer Service.

Preferred occupation	Administrators Administrative jobs
	Personal assistant Administrative jobs
Preferred work location	Johannesburg Gauteng
	West Rand Gauteng

Contacts and general information about me

Gender	Female
Residential location	Johannesburg Gauteng
Telephone number	Information is available only for registered users. Sign in
Email address	Information is available only for registered users. Sign in

Work experience

Working period	nuo 2022.06 iki 2023.12
Company name	Solve ISP
You were working at:	Administrators
Occupation	Remote Half Day Administrator
What you did at this job position?	Sending clients fibre application forms. - Placing orders with the Service Provider. - Following up with clients' orders. - Logging faults with fibre providers on behalf of the client. - Cancelling of clients' links. - Keeping clients updated on status of orders and faults logged.

Working period **nuo 2022.06 iki 2022.10**

Company name Mindcraft Learning

You were working at: Administrators

Occupation Hybrid Half Day Admin Assistant/ Personal Assistant

What you did at this job position? - Office management and PA duties to the director. - Admin related duties using Microsoft Office (Word, Excel, Outlook and Powerpoint) and Google Cloud (Gmail, Sheets and Docs). - Answering of phones and phoning clients. - Arranging meeting for the director. - Photocopying, scanning, and filing of documents. - Preparing agendas for meetings. - Communication via email to clients. - Responding to clients queries on email. Chatbot (Livechat) and telephonically.- Compiling activity reports for students. - Sending weekly activity logs to parents. - Handling of all Petty Cash - Capturing of receipts and suppliers' invoices on Sage.

Working period **nuo 2021.03 iki 2022.02**

Company name Network Platforms

You were working at: Sales administartor

Occupation Remote Sales Support Administrator

What you did at this job position? - Updating Sales, Fibre to the Home and Implementations tickets. - Replying to clients' requests with quotes and Service Orders. - Requesting quotes from suppliers and ordering equipment when necessary. - Arranging cross connections at Data Centres for clients. - Placing Fibre orders on Fibre Provider portals for Fibre to the Home clients. - Checking coverage for both Fibre to the Home and Fibre to the Business clients. - Requesting updates from Fibre to the Home and Business Providers to update clients. - Logging technical faults with Fibre Providers. - Requesting Accounts Department to bill the clients accordingly. - Cancelling of clients' links. - Upgrading of clients' links. - Arranging courier collections. - Updating team on new orders or requests from clients. - Answering phones.

Working period **nuo 2019.01 iki 2021.03**

Company name Vlocity Communications

You were working at: Administrators

Occupation Hybrid Admin Assistant

What you did at this job position? - Arranging payment of supplier invoices. - Assisting Sales team with quotes. - Liaison with clients. - Assisting with client queries, accounts, and new business queries. - Creating, scheduling and invoicing jobcards. - Scheduling work for teams. - Personal Assistant to Director. - Answering of phones. - Ordering of stock and supplies for the office. - Stock control. - Logging and updating tickets. - Submitting overtime.

Working period **nuo 2018.01 iki 2018.12**

Company name Mark Karam Podiatrist

You were working at: Receptionist

Occupation Half Day Medical Receptionist

What you did at this job position? - Answering the phone. - Booking appointments. - Taking credit card payments and Cash. - Petty Cash. - Creating patient files. - Filing. - Checking and replying to emails. - Processing payments and bookings on Eminance Software. - Greeting and assisting patients with queries - Assisting with Orthotics for patients. - Assisting patients with disabilities. - Placing orders for supplies in the office.-Personal assistant to the podiatrist.

Working period **nuo 2007.09 iki 2009.03**

Company name Tessique Beauty Salon

You were working at: Beauty therapist

Occupation Owner and Beauty Therapist

What you did at this job position? - Manicures. - Pedicures. - Facials. - Waxing. - Make-up. - Thai Massage. - Invoicing. - Advertising. - Creditors. - Ordering of supplies.

Working period **nuo 2005.08 iki 2007.08**

Company name Prolook

You were working at: Office manager

Occupation Half Day Office Manager

What you did at this job position? - Answering phones. - Creditors. - Debtors. - Filing. - Typing. - Petty cash. - Wages. - Invoicing. - General admin. - Groceries, and stationery.

Working period **nuo 1998.07 iki 2004.03**

Company name Dimension Data

You were working at: Administrators

Occupation Admin Manager / Technical Assistant /Junior Project Manager/ Project Office Administrator

What you did at this job position? Admin Manager - Arranging invitation letters for employees arriving from India. - Extending Visas. - Main point of contact for employees as they arrive in South Africa and for their duration in South Africa. - Arranging accommodation and vehicle clearance driving lessons for employees as they arrive in South Africa. - Tending to any issues they might have once arrived in the country, regarding their apartments and vehicles. - Ensuring inventory checks are done, and any additional costs incurred by them once leaving are paid back to the company. - Petty Cash. - Typing. - Faxing. - Filing. - Answering of phones. Junior Network Engineer - Ensuring clients networks stay up and remain stable. - Configuration. Junior Project Manager - Responsible for ensuring Telkom lines are arranged for new clients, and ensuring the technical team are on schedule to configure the client's network software. - Liaise with Telkom on a weekly basis for updates online installations. - Liaise with Service Managers and Sales representatives for the new clients. - Updating database with new clients' details. - Ensuring information is sent through for invoicing completion. Call Centre Agent - Responsible for answering calls and logging tickets for various divisions and transferring calls to the correct team. - Updating clients on feedback from the technicians. - Filling out surveys with clients once the calls had been logged and closed. Technical Assistant - Responsible for updating Siebel database with updates from technicians. - Responsible for CD library. - Arranging Training schedule for clients. - Compiling training manuals. - Booking and arranging necessary equipment and rooms for training. - Ensuring refreshments and eats are arranged for training. - Typing. - Faxing - Answering of phones. Project Office Administrator/ Personal Assistant to General Manager - Making travel arrangements. - Keeping Manager's diary. - Booking meeting rooms. - Typing. - Minutes. - Designing new templates as this was a new office, eg Expense Claims, Purchase Orders, etc. - Assisting Project Facilitator with documentation for new Project Managers. - Updating project managers with necessary information concerning new projects. - Assisting with booking of meeting rooms. - Groceries for office. - Ensuring new Project Managers are set up with extensions, emails, and laptops.

Working period **nuo 1997.01 iki 1998.06**

Company name Auto Nordic Volo

You were working at: Receptionist

Occupation Receptionist

What you did at this job position? - Answering of phones. - Typing. - Faxing. - Filing.

Working period **nuo 1996.03 iki 1996.12**
 Company name Private Label Promotion
 You were working at: Receptionist
 Occupation Receptionist
 What you did at this job position? - Answering of phones. - Placing adverts in paper. - Typing. - Faxing. - General reception duties.

Working period **nuo 1994.07 iki 1996.02**
 Company name Execu Clean
 You were working at: Receptionist
 Occupation Receptionist / Girl Friday
 What you did at this job position? - Answering phones. - Typing. - Invoicing. - Creditors. - Debtors. - Petty Cash & Banking. - Faxing. - Filing.

Education

Educational period **nuo 2002.01 iki 2002.12**
 Degree Diploma
 Educational institution Madge Wallace Beauty School
 Educational qualification ITEC Beautician International
 I could work I was able to open my own beauty salon and give treatments.

Educational period **nuo 1993.01 iki 1993.12**
 Degree Diploma
 Educational institution Birnam Business College
 Educational qualification Hotel Management Diploma
 I could work I was able to get my first job as a receptionist due to the subjects I had taken.

Educational period **nuo 1992.01 iki 1992.12**
 Degree Grade 12 / Matric
 Educational institution Town View High School
 Educational qualification Matric certificate
 I could work I was able to study further once I had matriculated.

Languages

Language	Speaking level	Understanding level	Writing level
English	fluent	fluent	fluent
Afrikaans	good	good	very good

Computer knowledge

Pastel Accounting,

Omni, Pastel Payroll and VIP Payroll, Pastel Evolution, Eminance, Freshdesk and Quickbooks.

Excel, Siebel, Word, Powerpoint, Outlook, Internet Explorer,
Recommendations

Contact person	Imkelien van Eeden
Occupation	Director
Company	Mindcraft Learning
Telephone number	083 327 8299
Email address	imke@mindcraftinglearning.com

Contact person	Marius Burger
Occupation	Regional Director
Company	Vlocity Communications
Telephone number	083 302 5283
Email address	marius@vlocitycommunications.com

Additional information

Your hobbies	Keeping fit, listening to music. baking, trying new recipes and reading.
Driver licenses	EB Articulated Light Vehicle \leq 3,500kg
Driver license from	1994-00-00 (32 years)
Salary you wish	20000 R per month
How much do you earn now	5500 R per month