



Elizabeth Harmse

Curriculum Vitae (CV)

What job i'm looking for? My positive points

Good Day

I am a white female, 36 years of age. I am a positive, determined individual whom will be an asset to your company. Eager to expand my knowledge in any line of administrative position I have an opportunity to grow individually and as an excellent team player. I believe that a team must work together to accomplish success in any company.

Preferred occupation	Administrators Administrative jobs
	Accountants Finance jobs
Preferred work location	East Rand Gauteng

Contacts and general information about me

Gender	Female
Residential location	East Rand Gauteng
Telephone number	<i>Information is available only for registered users.</i> Sign in
Email address	<i>Information is available only for registered users.</i> Sign in

Work experience

Working period	nuo 2016.03 iki 2018.01
Company name	Imperial Ford Kempton Park
You were working at:	Administrators
Occupation	Debtors Clerk
What you did at this job position?	<ul style="list-style-type: none">• To Send statements & invoices to clients of all open invoices and outstanding monies• To draw an age analyses for clients on a daily basis and phone all clients who has outstanding payments on invoices.• To post all payments to customers who payed according to the bank statements and cash• To receipt & allocate all payments according to remittances and as per bank statements• Responsible of handling petty cash box• Perform Credit checks on new credit applications• Maintain accurate records of debtors accounts• Daily pressures are focused primarily around debtors and related enquiries, with prompt action being necessitated when required.• Normal pressure of work applies at month-end, quarter-end and year-end when all transactions and reconciliations need to be completed. This relates especially to the processing of invoices and journals, the receipting of payments as well as reconciliations to be approved by the management accountant and for year-end audit purposes

Working period **nuo 2010.02 iki 2016.03**

Company name Imperial Ford Kempton Park

You were working at: Auto mechanics

Occupation Service Reception, Service Advisor, Warranty Administrator

What you did at this job position? Warranty Administrator 1 Feb 2015 - Current COMPANY: Imperial Ford & Mazda Kempton Park - Automotive Industry RESPONSIBILITIES Main priorities: • Warranty claims • Preparation and submission of warranty claims including credit control • Credit control (warranty claims payments) • Able to assess, troubleshoot and adjudicate (report) all claim related issues • Balance warranty claims • Invoice Ford for claims invoices • Control claim status on Warranty system • Return faulty parts to Factory weekly • Communicating problem causes with factory • liaison with all warranty related issues • Build excellent relationships with factory staff. • Strong in admin and very accurate • The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal • The ability to complete repetitive tasks with patience, perseverance, and tolerance and within required standards. • The ability to take responsibility for the achievements of standards of service that comply with the highest expectations of the clients by making client and their needs a primary focus of one's actions and developing and sustaining productive client relationships • The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal. OTHER: Relieving Service Manager while on leave - managing frontline staff, assisting with customer queries and complaints, attending manager's meetings. • Assisting Financial Manager with retrieving moneys from Debtors • Requesting documentation from Document Warehouse • Sending invoices to be archived by Document Warehouse • Checking WORK IN PROGRESS report on daily/weekly basis Service Advisor - May 2014 - Feb 2015 COMPANY: Imperial Ford & Mazda Kempton Park Automotive Industry Initiates automotive services and repairs by ascertaining performance problems and services requested; verifying warranty and service contract coverage; developing estimates; writing repair orders; maintaining customer rapport and records. • Ascertains automotive problems and services by listening to customer's description of symptoms; clarifying description of problems; checking vehicle maintenance records; examining service schedules. • Verifies warranty and service contract coverage by examining records and papers; explaining provisions and exclusions. • Develops estimates by costing materials, supplies, and labour; calculating customer's payment, including deductibles. • Prepares repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; entering RO into service database system. • Maintains customer rapport by explaining estimates and expected return of vehicle; obtaining customer's approval of estimates; obtaining and providing contact telephone numbers; answering questions and concerns; arranging towing and temporary transportation. • Maintains automotive records by recording problems • Updates job knowledge by participating in educational opportunities • Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments. • Extras: o Creating job cards for walk-in customers / towed in vehicles o Updated customers of vehicle statuses o Updating customer

details on Automate and Servis2 database o Releasing completed vehicles to customers o Accepting payment from customer's before releasing vehicles o Assisting with warranty claims where necessary o Assisting with vehicle bookings on CMS booking system o Costing of job cards when work completed Programmes: Automate, Servis2, PTS, Dealer communication Warranty Administrator 17 April 2012 - May 2014 COMPANY: Imperial Ford & Mazda Kempton Park - Automotive Industry RESPONSIBILITIES Main priorities: • Warranty claims • Preparation and submission of warranty claims including credit control • Credit control (warranty claims payments) • Able to assess, troubleshoot and adjudicate (report) all claim related issues • Balance warranty claims • Invoice Ford for claims invoices • Control claim status on Warranty system • Return faulty parts to Factory weekly • Communicating problem causes with factory • liaison with all warranty related issues • Build excellent relationships with factory staff. • Strong in admin and very accurate • The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal • The ability to complete repetitive tasks with patience, perseverance, and tolerance and within required standards. • The ability to take responsibility for the achievements of standards of service that comply with the highest expectations of the clients by making client and their needs a primary focus of one's actions and developing and sustaining productive client relationships • The ability to work co-operatively with others, to be a member of a team and work towards the purpose of a common goal. Costing Clerk / Service Reception 16 February 2010 -17 April 2012 (Promoted to Warranty Admin) COMPANY: Imperial Ford & Mazda Kempton Park - Automotive Industry Main priorities: • Taking down bookings telephonically & attending to customers @ service reception • Creating job cards for all vehicles booked for the following day • Assisting Service advisors with receiving vehicles in mornings • Assisting Service advisors with quotations to customers for repairs • Phoning lease companies for authority on fleet vehicle repairs • Preparing quotations to fleet companies for repairs on fleet vehicles • Obtaining authority for services from Servis2 system • Communicating repairs authorised through to technicians • Invoicing of job cards when all work has been completed • Assisting debtors with account queries from fleet companies • Assisting with invoice/payment reconciliations

Working period	nuo 2009.03 iki 2009.09
Company name	SAIPA
You were working at:	Administrators
Occupation	CPD ADMINISTRATOR
What you did at this job position?	<ul style="list-style-type: none"> • Coordinating of Continuous Professional Development (CPD) courses for trainee accountants • Compiling attendance registers for each region where training course is scheduled for • Communicating with Professors and receiving the study materials from them • Sending study material to be bound into workbooks • Posting study workbooks to the training course facilities • Assisted accounts department with account queries Reference: Laetitia Lourens 011 207-7877

Education

Educational institution Good Day! am a white female, 36 years of age. I am a positive, determined individual whom will be an asset to your company. Eager to expand my knowledge in any line of administrative position I have an opportunity to grow individually and as an excellent

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Languages

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

Computer knowledge

MS OFFICE

Additional information

Your hobbies Spending time with family
'Rugby Mom'

Driver licenses B Light Vehicle ≤ 3,500kg

Driver license from 2002-06-00 (22 years)

Salary you wish R18000 R per month

How much do you earn now R15410 R per month