

CURRICULUM VITAE

PERSONAL INFORMATION

Surname : Steyn
First Names : Riëtte
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Email Address : Craziladi009@gmail.com
Cell phone Number : +27 76 159 6716
Residential Area : Centurion, Pretoria, South Africa
Driver's License : Yes, own car (SA Code B)
Notice Period : 1 month (negotiable)

EDUCATION AND QUALIFICATIONS

School : Polokwane High School
Year Completer : 2004
Qualification : Grade 12
Subjects : Afrikaans - HG
English - HG
Mathematics - SG
Biology - SG
Geography - SG
Business Economics - SG

TRAINING

- Telephone and Reception Skills - July 2017
- Time and Stress Management - November 2017
- Emotional Intelligence - June 2018, **Refreshher** courses - February 2022 & October 2023
- Effective Communication - August 2018
- Office Administration - April 2019
- Advanced Business Communication - Sept 2019
- Problem Solving - Sept 2019
- Assertiveness and Self Confidence - March 2020
- Business Ethics - March 2020
- Business Etiquette - March 2020
- Creative Thinking - March 2020
- Personal Mastery - March 2020
- Time Management - March 2020
- Appreciative Inquiry - March 2020
- Improving Mindfulness - May 2020
- Microsoft Office 2016 PowerPoint - May 2020
- Goal Setting and Getting Things Done - June 2020
- Anger Management - June 2020
- Workplace Diversity - July 2020
- Secretarial Development Programme - July 2020
- Prioritizing Workload - October 2020
- Make-Up Artistry Diploma - December 2020

- Critical Thinking - May 2021
- Stress Management - Sept 2021
- Building Positive workplace Relationships - Oct 2021
- Occupational Health and Safety - General Awareness - Dec 2021
- Diversity and Inclusion Awareness - Dec 2021, **Refresher** course - September 2023
- Ergonomics - Dec 2021
- Anti-Money Laundering and Counter Terrorist Financing - Jan 2022
- Anti-Bribery and Corruption - General Awareness - Jan 2022
- Code of Conduct and Ethics - Jan 2022
- Data Protection and Privacy Awareness - Jan 2022
- POPIA - Jan 2022, **Refresher** course - June 2023
- Tip Off Anonymous - Whistleblowing - Jan 2022
- Working Remotely - Jan 2022
- Manage Personal Finance - Jan 2022, **Refresher** course - June 2023
- Self-Confidence as a Competency - Jan 2022
- Managing Difficult Conversation - Feb 2022
- Professional Skills for Secretaries and Administrators - Mar 2022
- Quality Customer Service - June 2022
- Minute taking for Meetings - Aug 2022
- The Corporate Receptionist - February 2023

COMPUTER LITERACY

- Microsoft Word
- Microsoft Excel
- Internet Explorer
- Microsoft Outlook
- Windows Vista
- Windows XP

EMPLOYMENT HISTORY

Employer 1: ECIC (Export Credit Insurance Corporation SOC Limited)

PERIOD OF EMPLOYMENT : 01 January 2017 - Current

POSITION : Receptionist

SUMMARY OF DUTIES

Monitoring switchboard calls and directing calls to relevant personnel or taking messages
 Welcoming clients and ensuring social distancing and safety precautions are being adhered to
 Monitor visitor access and maintain security awareness
 Organize conference and meeting room bookings (11 rooms)
 Provide general administrative and secretarial support to COO, GC and Office of the CEO
 Prepare correspondence documents for courier purposes
 Recon and report on monthly Courier services rendered
 Receive, sort and distribute general deliveries
 Control inventory relevant to reception area (beverages, meeting tools, relevant publications)
 Keeping a professional reception area (clean, neat, and quiet)
 Office support to colleagues as required by management (Facilities department)

REFERENCE : Dhesh Nelson: +27 83 455 5043

Employer 2: EXECUJET PTY LTD (Maintenance) (Lanseria)

PERIOD OF EMPLOYMENT : 01 April 2014 - 31 December 2016

POSITION : *Technical Assistant*

SUMMARY OF DUTIES

Maintaining an efficient record/filing/ordering system.

Traveling (clients and staff members), obtaining Quotes and Arranging:

- Visas
- Flights
- Accommodation
- Car hire
- FOREX
- Travel Insurance (including travel insurance claims)
- Training Bonds
- Travel Expense Claims

Process payments.

Ensuring employees leave are submitted

Loading of departmental timesheets onto in-house system: Quantum daily.

Monitoring labor report for Manco meetings and H/O reports.

Auditing & sorting out queries on overtime worked for the Overtime Report.

Loading POs and claims on to in-house system: Quantum for customer billing.

Loading and updating information on a fingerprint scanning program.

Maintaining printer's cartridges stock and sorting out errors.

Maintaining stocked stationary cupboard and ordering minimum stock and special requirements.

REFERENCE : Sonny Makuwa: +27 81 804 7539

PERIOD OF EMPLOYMENT : 02 February 2011 - 01 April 2014

POSITION : *Secretary to 2xManagers/Assistant to Director PA*

SUMMARY OF DUTIES

Maintaining General Office administration duties:

- Distributing of incoming faxes, telephone calls and post
- Diary management and future diary planning (electronically) for managers
- Coordinate and communicate meetings & prepare meeting rooms

Maintaining an efficient record/filing/ordering system

Arranging transport for clients, as well as travel arrangements as per below details

Traveling arrangements (clients and staff members), obtaining Quotes and Arranging:

- Visas
- Flights
- Accommodation

- Car hire
- FOREX
- Travel Insurance (including travel insurance claims)
- Training Bonds,
- Travel Expense Claims

Arranging functions (120+ personnel)

Auditing overtime worked (120+ personnel)

Ordering Stationary for Office Staff (20 personnel)

Stock Control & Maintaining Client lounges & Offices: beverages and snacks

Supervising Tea Ladies (3): Their Duties & Leave

Ordering and distributing Uniform within the allowance limit. (120+ personnel)

REFERENCE : Joleen Bowes (Previous PA to Director): +27 72 417 1735

Employer 3: SHAREMAX INVESTMENTS Pty Ltd (Now Frontieram Investments) (Pretoria)

PERIOD OF EMPLOYMENT : 01 June 2009 – 30 October 2010

POSITION : *Customer Liaison*

SUMMARY OF DUTIES

Client support & feedback on queries

Updating client details on database

REASON FOR LEAVING : Retrenched due to company downsizing.

REFERENCE : Elma Champion (HR): +27 12 425 5008

PERIOD OF EMPLOYMENT : 1 June 2008 – 31 May 2009

POSITION : **Receptionist**

SUMMARY OF DUTIES

Switchboard

Handling Faxes & filing

Controlling Courier Account & responsible for courier packages

General Admin

Maintaining neat, clean, and professional Reception environment

Employer 4: BOSS RECRUITMENT (Polokwane)

PERIOD OF EMPLOYMENT : 28 January 2008 – 18 April 2008

POSITION : **Receptionist**

SUMMARY OF DUTIES

Switchboard
Pre-interviewing candidates & typing of CV's
Ordering Stationary
PA to MD
Maintaining clean and sufficient working environment
Handling of all queries
Caretaker and opening/locking of office & Security alarm contact person

REASON FOR LEAVING : Searching for better opportunities, moved residence to Pretoria.

REFERENCE : Louise Nell: +27 82 884 2103

- -Visited parents in New Zealand for a few months - -

Employer 5: SHAREMAX INVESTMENTS (Polokwane)

PERIOD OF EMPLOYMENT : January 2007 - July 2007

POSITION : **Receptionist**

SUMMARY OF DUTIES

Switchboard
Filing & Faxing
Function Coordinator
Ordering Stationary
PA to MD
Handing of all queries
Caretaker and opening and locking of office

REASON FOR LEAVING : Went to visit Parents in New Zealand for a few months

Employer 6: MOMEMENTUM (Polokwane)

PERIOD OF EMPLOYMENT : January 2006 - December 2006

POSITION : **Data Capturer / Receptionist/PA**

SUMMARY OF DUTIES

Capturing of application forms of Medical Aids and Life insurance
Making appointments for Agents
PA to 4 agents
Switchboard
Maintaining office environment
Client Services

Locking and opening office
Submitting applications to head office
Following up on applications
Making appointments for nurse to take blood samples
Liaison between clients and Agents

REASON FOR LEAVING : Received a job offer from Sharemax Investments

REFERENCE : Adri Malan: +27 82 552 7318

Employer 7: DISCOVERY LIFE AND HEALTH (Polokwane)

PERIOD OF EMPLOYMENT : January 2005 - December 2005

POSITION : **Receptionist**

SUMMARY OF DUTIES

Switchboard
Reception duties
Filing Applications and maintaining the filing system
Faxing
Organizing social functions
Setting up the Proxi for presentations
Ordering Stock
Stock Controller
Caretaker of Building

REASON FOR LEAVING : Received a better opportunity at Momentum.