



ZAMA MILANZI

PROFILE

I am highly motivated, ambitious, hard-working individual who relates at all levels with understanding and patience and this has been proven throughout my career. I'm a versatile lady, with over a decade's worth of experience coupled with a valid driver's license.

I show initiative when working as part of a team or alone and I can easily adapt to new situations. I have good time management skills and the ability to organize and supervise my daily work schedule independently. I am focused on delivering the agreed objectives as I understand that this is essential to attaining strategic goals of the organisation. I have a proven track record of having exceptional people skills as well as great service delivery.

CONTACT

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VISA & NOC:
On my husband's sponsorship.

HOBBIES

Reading
Travelling
Swimming

EDUCATION & CERTIFICATION

The Voice Clinic (2014)
Communication Skills Programme

CBM College (2014)
Minutes Taking for Secretaries & PA's

Icesa City Campus (2006)
Sales & Marketing Management

Hunt Road Secondary School
Jan 2000 – Dec 2004
English, IsiZulu, Mathematics, Accounting, Economics & Business Studies

SKILLS

| | |
|-----------------------------|------------|
| Events Management | ± 15 years |
| Microsoft Office Suit | ± 13 years |
| Diary & Calendar Management | ± 10 years |
| Travel Arrangements | ± 7 years |
| Project Management | ± 5 years |
| Minute Taking | ± 5 Years |
| Entrepreneurship | ± 5 Years |
| HR Assistance | ± 5 Years |

PERSONAL DETAILS

| | |
|-----------------|---|
| Date of Birth | : 15 June 1986 |
| Gender | : Female |
| Languages | : English |
| Drivers License | : Yes |
| Visa Status | : Resident Visa (Valid till: 31 May 2022) |
| Passport No | : A06906354 |

WORK EXPERIENCE

EXPERIENCE TIMELINE

- ∞ Office Assistant at Empire Entertainment from Dec 2017 – Feb 2019
- ∞ Office Administrator at Dariel Solutions from May 2013 – October 2017
- ∞ Client Liaison at Softline Pastel Accounting (SAGE) from Jan 2012 – Feb 2013
- ∞ Consultant at Call Centres International from Jan 2011 – Dec 2011
- ∞ Managing Member at Kambali Trading from Jan 2006 – Dec 2010

Company : **Empire Entertainment**
Position Held : **Office Assistant**
Duration : **Dec 2017 – Feb 2019**

Job Description

- ∞ Welcoming guests & screening Calls
- ∞ Supervising the tea lady & company driver schedules, productivity and attendance.
- ∞ Supervised all staff monthly leave accuracy.
- ∞ Capturing and submitting expense claims on behalf of Senior Management.
- ∞ Assisting Senior Management with internal & external communication and liaison with certain clients.
- ∞ Managing and coordinating General Manager's diary for meetings held locally and abroad.
- ∞ **Procurement:** Purchasing & managing consumption of monthly office consumables & company stationery.
- ∞ **Events Management** – Planning of all conferencing, team buildings, monthly socials, Year End Function and adhoc artist events.
- ∞ **Travel:** Arranging of all aspects of national and international travel for all staff, prize package winners as well as local & international musicians & movie stars. Extensive planning and co-ordinating trips for Film Markets around the World i.e. Cannes Film Festival, American Film Market, European Film Market, Toronto International Film Festival, Comicon etc.

Company : **Dariel Solutions**
Position Held : **Office Administrator**
Duration : **May 2013 – Oct 2017**

Job Description

- ∞ Developed, organized and effectively managed & maintained office operations and procedures.
- ∞ Preparation of reports and presentations for MD
- ∞ Assisted MD with internal/external communication and liaison.
- ∞ Coordinating Performance Appraisals for all Managers bi-annually.
- ∞ Procurement: Finding BEE compliant suppliers to use for the company as preferred suppliers.
- ∞ Managed, coordinated and scheduled MD's diary in terms of meetings, appointments and functions accurately
- ∞ Created, managed and controlled budget for office supplies, consumables and automation.
- ∞ Planned EXCO and quarterly Board Meeting, prepared and distributed board packs timeously. Minute taking.
- ∞ Prepared and partially presented the monthly company inductions.
- ∞ On-boarded new staff, ensured machinery, parking tags & welcome packs were ready in time.
- ∞ Adding new joiners to the biometric system and creating their accurate timesheet profiles.
- ∞ Ensured weekly accurate timesheet capturing of over 100 staff.
- ∞ Events Management – Company breakfast, Year End Function, Monthly Socials and Conferencing for all departments.
- ∞ Managed the building and ensured issues were reported and rectified timeously by the property management company.

Company : **SAGE (Softline Pastel Accounting)**
Position Held : **Client Liaison**
Duration : **Jan 2012 – Feb 2013**

Job Description

- ∞ Training sales, online, telephonically & face to face
- ∞ Quoting & Invoicing using Sage Evolution
- ∞ Handling all Pastel training queries for KZN
- ∞ Ensuring all KZN Municipalities, Colleges & Business Partners that offered pastel training were trained to the most current Sage Accounting product.
- ∞ Monthly creation of a tailored training calendar schedule, that worked for all attendees to ensure excellent customer service to all clients and the goals of the organisation were still met.
- ∞ Online capturing of all training schedules for our Durban branch
- ∞ Welcoming trainees & administering their registrations

- ∞ Creating and dispatching candidate certificates

Company : **Call Centres International (Talk Talk Campaign)**
Position Held : **Consultant**
Duration : **Jan 2011 – Dec 2011**

Job Description

Debt collection

- ∞ Re-instating customers direct debits (debit orders)
- ∞ Renewing and upgrading customer's contracts
- ∞ Resolving customer issues in record time
- ∞ Retaining customers looking to leave our client
- ∞ Compiling daily and monthly reports of activities
- ∞ Multi-tasking – Being on the phone and capturing data on client accounts

Company : **KaMwali Trading cc**
Position Held : **Managing Member**
Duration : **Jan 2006 – Jan 2011**

Job Description

Accommodation (Holiday & Short term) 2008 – 2011

- ∞ Managing our guest houses & our accommodation website.
- ∞ Ensuring our shuttle services worked smoothly.
- ∞ Creating amazing travel packages for tourists for summits and conferences in Durban.
- ∞ Handling bookings & chauffer service giving clients the best travel experience in KZN.
- ∞ Ensuring guest houses always clean, and no double bookings were made.

Construction 2008 – 2010

- ∞ Budgeting and working within set budget
- ∞ Creating quotations & invoices for our clients
- ∞ Completing & submitting tender bids timeously (Government Sector)
- ∞ Ensure skilled labour available to complete awarded contracts
- ∞ HR Administration & ensured wages were paid out timeously.
- ∞ Weekly site inspection

Catering & Restaurant 2007 – 2009

- ∞ Staff supervision as well as administering salaries & wages
- ∞ Creating exciting menus and daily specials
- ∞ Creating of business opportunities with local municipalities & companies
- ∞ Completing & submitting tender bids
- ∞ Compiling all business correspondence with clients
- ∞ Hands on at sites we catered for

Internet Café 2006 – 2009

- ∞ Typing (CV's, letters, quotations, invoices & correspondence) on behalf of clients
- ∞ Creating invitations (Wedding & party) & certificates.
- ∞ Creating business cards, profiles and assisting with business plans.
- ∞ Offered laminating & binding services
- ∞ Managed the small tuck shop we opened
- ∞ Assisting clients with surfing the Internet.
- ∞ Filling and faxing of all business activities for our monthly meeting.

Company : **Firstline Promotions, Red Cherry & Bloom Marketing**
Position Held : **Promotions Girl**
Duration : **April 2003 – Dec 2007**

Job Description

I did promotions for various companies:

Ran on and off consumption, instore, mall and outdoor activations for leading market brands such as Doritos, Heineken, Miller, Nivea, Bacardi, Smirnoff, Peter Stuyvestant, Camel, Axe Deodarant, Peroni, Kinderjoy & Nestle to name some.