

Promise Sithole

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Grand central

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Summary

Dynamic and detail-oriented Certified Sage Consultant with a strong background in customer support, administrative excellence, and ERP system implementation. Proven expertise in managing client relationships, streamlining administrative operations, and delivering tailored Sage solutions. Adept at resolving client inquiries, providing technical support, and ensuring seamless system transitions. Skilled in working with diverse teams and high-profile clients, including famous brands, to achieve business efficiency and customer satisfaction. Seeking a challenging role to leverage my technical knowledge, organizational abilities, and customer-centric approach.

Skills

ERP Systems And Consulting

- Sage Intacct: System setup, data migration, and customisation
- Sage 200 Evolution: Financial modules, inventory management, troubleshooting, and training
- Sage Payroll & HR: Payroll compliance, HR reporting, and payroll processing
- Sage Business Cloud Accounting: Financial reporting, bank reconciliation, and accounts management

Customer Support

- Building and maintaining relationships with clients, including high-profile brands
- Problem-solving, issue resolution, and delivering personalized customer service
- Handling client inquiries via email, phone, and CRM systems

Administrative Expertise:

- Preparing reports, maintaining records, and organizing workflows
- Managing tenders, proposals, and procurement documentation
- Coordinating training sessions and system implementation schedules

Technical Skills

- CRM Tools: Sage CRM, Salesforce CRM, and Comma5 CRM
- Microsoft Office Suite (Word, Excel, PowerPoint)
- MS SQL Server for database management
- Power BI for data analysis and reporting

Work Experience

Sage 200 Evolution
Pre-Sales
Consultant
Present

Omni Africa (platinum sage Business Partner) - Sandton

- Developed tailored ERP accounting proposals based on client needs and operational goals.
- Delivered product demonstrations, highlighting system functionalities to align with business requirements.
- Trained clients on Sage 200 modules, enabling them to manage financials, inventory, and HR operations effectively.
- Provided first-line support for client inquiries, ensuring prompt resolution of technical and operational issues.
- Collaborated with sales teams to foster client relationships, driving customer retention and satisfaction.

Sage 200 Evolution
Consultant

- Configured Sage 200 modules and customized solutions to meet diverse client requirements.
- Supported data migration projects, ensuring accuracy and seamless transitions from legacy systems.
- Troubleshoot technical issues and provided post-implementation support to optimize system performance.
- Worked closely with administrative teams to prepare detailed reports and dashboards for clients.

Tender
Administrator

Omni Africa

- Prepared and submitted tenders for IT solutions and services to public and private sector clients.
- Coordinated with internal teams to gather required documentation for RFQs and bids.
- Maintained tender records and ensured compliance with submission guidelines and deadlines.

Marketing
Management
Intern

May 2022 - May 2023

Rights4u Debt Counsellors - Randfontein

- Managed social media accounts to improve online presence and client engagement.
- Delivered exceptional customer service by handling client calls and resolving inquiries efficiently.
- Maintained and organized client accounts and processed applications accurately.

Education

National Diploma
2019 - 2021

Marketing Management - Western Tvet College -Randfontein Campus

Certificates

- Sage intacct - Implementation consultant
- Sage intacct- Accounting consultant
- Sage 200 Evolution - certified consultant
- Sage Business Cloud Accounting- Certified Consultant
- SP- Sage Payroll and HR -Adviser
- TEFL- Teaching English as a foreign language course

Projects

- Customer Support Project: Provided hands-on support to streamline Sage 200 operations for a major client, ensuring compliance and audit readiness.
- ERP Implementation: Managed ERP migration and configuration for Omni Africa and NSF, ensuring minimal downtime.
- Database Optimization: Designed efficient databases using MS SQL Server to enhance reporting and operational workflows.

Languages

- English (Fluent)
- Zulu, Xhosa, and Tswana (Conversational)

References

Omni Africa
Available upon request