

KGLOFELO LEAH SENYOLO

📍 Gauteng, South Africa 📞 072 386 6877 | 067 085 0930 ✉ leahsenyolo@gmail.com 🚗 Driver's License

PROFESSIONAL SUMMARY

Administrative and Customer Service Professional with 9+ years of experience providing administrative support, customer service, supplier management, procurement coordination, and operational support across pharmaceutical, commercial, and service industries. Recognized for delivering excellent customer experiences, resolving queries efficiently, building strong client and supplier relationships, and maintaining accurate documentation in fast-paced environments. Experienced in supporting compliance, coordinating cross-functional teams, and improving operational processes through strong communication, organization, and attention to detail.

TECHNICAL SKILLS, CORE COMPETENCIES & PROFESSIONAL STRENGTHS

TECHNICAL SKILLS

- SAP, Power BI & Microsoft Office Suite
- GMP & GDP Compliance
- Purchase Orders & Invoice Processing

CORE COMPETENCIES

- Office Administration
- Customer support
- Supplier & Vendor Management
- Internal & External Audit Support
- Stakeholder Management
- Marketing & Communications Support

PROFESSIONAL STRENGTHS

- Telephone and Email Etiquette
- Attention to Detail & Problem Solving
- Adaptability Under Pressure

PROFESSIONAL EXPERIENCE

Office Administrator

06/2024 - Present

Guerbet (Midrand)

- Provide administrative and operational support within a regulated pharmaceutical environment while ensuring compliance with company procedures and industry requirements.
- Coordinate pharmaceutical procurement activities including purchase requisitions, purchase orders, vendor onboarding, invoice processing, and supplier management.
- Manage relationships and compliance documentation for 57 approved suppliers.
- Supported marketing and communications activities by liaising with suppliers, managing event logistics, and coordinating promotional materials.
- Assist in maintaining compliance with GMP and GDP requirements through accurate documentation and record management.
- Coordinate office administration and operational support for an 18-person pharmaceutical team.
- Assist in organizing pharmaceutical congresses, roadshows, training events, and stakeholder meetings.

Commercial Administrator

10/2021 - 05/2024

First Assist Management (Sandton)

- Provided comprehensive administrative support across Commercial, Insurance, and Operations teams, driving efficient workflows and on-time task completion.
- Improved case closure turnaround time by 30% by tracking outstanding upliftments, negotiating with stakeholders, and coordinating collections and deliveries consistently meeting SLA targets.
- Prepared and maintained quotations, commercial agreements, and related documentation with a high degree of accuracy.
- Managed customer accounts, keeping records and documentation accurate, complete, and audit ready.
- Acted as the key liaison between clients, insurance partners, service providers, and internal departments, resolving commercial queries and ensuring seamless service delivery.
- Monitored outstanding invoices and followed up on account matters, supporting timely resolution of payment queries.

Vehicle Recovery & Claims Administrator

03/2020 - 09/2020

Salvage Management and Disposal (Centurion)

- Managed end-to-end vehicle recovery for insurers, coordinating release of accident-damaged, stolen-and-recovered, and impounded vehicles from initial claim through final resolution.
- Built and maintained relationships with panel beaters, towing companies, police impound facilities, and service providers to locate, recover, and release vehicles efficiently.
- Negotiated release and storage fees with service providers, reducing costs and improving claim outcomes.
- Investigated claims end-to-end gathering accident details, tracing missing vehicles, and resolving bottlenecks to keep the claims process moving.
- Delivered proactive client communication, resolving enquiries and keeping stakeholders informed at every stage of the recovery process.
- Maintained accurate claim records and system updates, ensuring full compliance with company procedures and SLAs.

Customer Service & Order Fulfilment Coordinator

07/2016 - 02/2020

Digital Solutions Group (Johannesburg)

- Processed customer orders accurately and efficiently through the company ordering system.
- Built strong customer relationships through professional, timely service.
- Resolved customer queries, complaints, and requests promptly, minimising escalations.
- Captured and maintained accurate customer and order data across company databases.
- Tracked order statuses and proactively updated customers on deliveries and availability.
- Coordinated with suppliers, warehouses, and logistics teams to ensure on-time order fulfilment.
- Followed up on outstanding orders and deliveries to close out customer requests.

EDUCATION

Generic Management NQF - Level 5

06/2025

Talent Development Institute

National Senior Certificate - Grade 12

12/2011

Strauss Secondary School

REFERENCES

Available upon request