

ZANELE RADEBE

PROFESSIONAL SUMMARY

Zanele Radebe is a motivated individual aspiring to become a **Senior Administrative Officer, Front Desk Receptionist (Secretarial), and or Sales Administration Manager**. She holds a **National N Diploma in Management Assistant** from the Sedibeng TVET College. With **over TEN (10) years of extensive experience as a Sales Administrator, Receptionist, Administration Assistant, and an Administration Clerk**, Zanele firmly believes that her practical experience, combined with her academic studies and fieldwork, has equipped her to make significant contributions to **Administrative and or Human Resource Management related fields**. With a solid foundation in **Sales and Customer Service**, Zanele is committed to delivering optimal results in all endeavors, while continuously expanding her skills and knowledge. She is self-motivated, goal-oriented, and passionate about empowering others through her acquired expertise and experiences.

PERSONAL DETAILS

Contact	:	073 237 3115/ 075 181 6413
E-mail address	:	rzanele55@gmail.com
Location	:	Gauteng
Nationality	:	South African
EE	:	Black Female
Licence	:	Code 08-B

CORE COMPETENCIES

- **Good understanding of office procedures and administrative processes, including filing, data entry, and scheduling.**
- **Customer-focused mindset with the ability to understand client needs and provide appropriate solutions.**
- **Demonstrated ability to handle sensitive information with discretion and maintain confidentiality.**
- **Proficient with Microsoft Office Suite (Word, Excel, PowerPoint) and other relevant applications.**
- **Ability to meet or exceed sales targets through strategic planning and customer relationship management.**
- **Skilled in coordinating schedules, meetings, and appointments for team members and management.**
- **Professionalism and strong work ethic to represent the company positively to clients and stakeholders.**
- **Ability to work collaboratively within a team environment and contribute to team goals.**
- **Excellent communication skills to effectively interact with clients, team members, and management.**

EXPERIENCE

[Sales Administrator]
[August 2021– 10 June 2026]
Duties Include:

[Legend Housewares]

- Processing manual orders and processing automated orders on Pastel.
- Receiving and processing orders from various customer portals.
- Checking order accuracy, including pack sizes, pricing, and applying discounts.
- Attending to internal and external customer sales inquiries and queries.
- Liaising with sales representatives and agents regarding customer orders and daily sales.
- Invoicing customer orders and ensuring accuracy of billing.
- Filing and maintaining organized sales and administrative records.
- Sending courier instructions for partial deliveries, returns, upliftments, and special deliveries.
- Ensuring new account opening forms contain complete and correct information.
- Investigating customer order shortages and over-supplies.
- Assisting key account executives with order processing and stock management.
- Compiling daily, sales, and target reports for sales representatives when required.
- Providing logistic instructions to the warehouse team.
- Assisting finance department with customer claims and queries.
- Manning reception according to monthly roster schedules.
- Cold calling for new timeshare/lodge orders and opening new accounts.
- Sending updated price lists and digital catalogues to customers.
- Building and maintaining strong customer relationships within assigned portfolio.

[Receptionist]

[Legend Housewares]

[May 2021– July 2021]

Duties Include:

- Answered telephone calls and took accurate messages.
- Booked accommodation and arranged flight reservations.
- Ran daily, marketing, and quarterly reports using Sage Pastel.
- Ran business reviews and prepared performance summaries.
- Arranged collections and deliveries with courier companies.

[Administrative Assistant]

[Autoliv Southern]

[March 2021– April 2021]

Duties Include:

- Captured and updated data on internal systems.
- Filed and organised company documents.
- Answered telephone calls and took messages.
- Assisted with general administrative support tasks.
- Supported office staff with basic clerical duties.

[Administration Clerk]

[CFAO Motor (Pty) Ltd]

[May 2017– November 2020]

Duties Include:

- Created stock and sundry orders for operational requirements.
- Verified electronic and physical stock tax invoices.
- Processed EFT payments and verified external banking details online.
- Prepared cheque requisitions and monthly account reconciliations.
- Controlled stock movement and prepared meeting minutes.
- Captured data and coordinated meetings and appointments.
- Scanned internal and external documents and filed departmental records.
- Ordered stationery and groceries for departmental use.
- Answered and directed incoming telephone calls.
- Scheduled meetings and maintained contact lists.
- Produced and distributed correspondence, memos, letters, and forms.
- Assisted with preparation of regular operational reports.
- Developed and maintained structured filing systems.
- Ordered office supplies and reconciled expense reports.
- Supported visitors by providing general assistance.
- Responded to enquiries and provided requested information.
- Prepared and monitored invoices and billing records.

- Contributed to team objectives by completing related tasks.
- Performed general administrative duties such as typing, copying, and scanning.
- Coordinated travel arrangements for senior managers.

[Administration Clerk]
[November 2015– May 2017]

[OUTEX Outsourcing]

Duties Include:

- Handled daily office tasks including filing, reporting, and presentations.
- Scheduled appointments and managed booking calendars.
- Arranged travel bookings including flights, accommodation, and transport.
- Screened telephone calls and routed them to appropriate personnel.
- Generated reports and transcribed meeting minutes.
- Greeted and assisted office visitors.
- Maintained professional communication via phone, email, and mail.
- Anticipated administrative needs to ensure smooth office operations.

[Administration Clerk]
[August 2015– November 2015]

[Poelano Secondary School]

Duties Include:

- Typed internal and external correspondence.
- Captured data and performed office automation tasks.
- Filed, photocopied, scanned, and faxed documents.
- Prepared meeting notices and agendas.
- Maintained organised administrative records and documentation.

EDUCATION

Institution	:	Sedibeng TVET College
Qualification	:	National N Diploma in Management Assistant
Status	:	Completed

ACHIEVEMENTS

- Got promoted
- Managed to register with UNISA

GOALS

- To move into senior administrative position, such as Chief Administrative Officer or Regional Sales Manager, with responsibility for strategic planning and office operations.
- To pursue higher education qualifications such as a Bachelor's or Master's degree in Business Administration, Management, or Office Administration to strengthen strategic decision-making capabilities.
- To one day mentor junior administrative staff and contribute to professional development programs within the organization.

VOLUNTARY WORK

- Poelano Secondary School

REFERENCES

- Available upon request