**Curriculum**

**Vitae**

**of**

**Susan Wendy**

**Lombard (Pope)**



**2012**

\*To protect the privacy of our subscribers, we have blocked out some

information from the Candidates C.V.

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**PERSONAL DETAILS**

**First Names:** Susan Wendy

**Surname:** Lombard (Pope)

**Age:** 36

**Gender:** Female

**ID Number: \* Privacy Policy - Page 1**

**Home Language:** English

**Marital Status:** Divorced

**Dependants:** 2 (Teenagers)

**Physical Address:** **\* Privacy Policy - Page 1**

**Contact Numbers:** (011) 794-3394 (w)

 (078) 287-4135 (h)

**Email Address:** sue\_lombard@ovi.com

**EDUCATIONAL DETAILS**

**Qualification: N6 SECRETARIAL / COMPUTERS**

 **[3 Year Diploma]**

**Institution:** Roodepoort College

**Duration:** June 1994 – December 1995

 [Plus 18 Months Practical]

**Courses Attended:** N4 - N6

 Computer Practice

 Communication

 Typing

 Office Practice

**Certificates / Awards:** Certificate for Computer Practice N4

 CICA Trophy:

 Best Student – Computer Practice N5

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**Qualification: MATRIC**

**Institution:** Northcliff High School

**Dated Obtained:** December 1993

**Subjects:** English

 Afrikaans

 Geography

 Biology

 History

 Home Economics

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**EMPLOYMENT DETAILS**

**#5 Company Name: PM OPTICAL SUPPLIES cc**

**Duration:** September 2007 - Present

**Type of Company:** Optical Equipment (Import & Distribution)

**Employer:** Mr Patrick McLeod (Owner)

**Position Held: Personal Assistant / Secretary**

**Job Description:** Established in July of 2007 and initially based in the same offices as Sightique in Sandton, PM Optical Supplies moved to Honeydew in May of 2008.

 Employed basically to facilitate the company administration and accounts it did not take long to get fully integrated and involved in the setting up of the Company Profile. Armed with 10 years of experience working with small businesses, my previously acquired skills were put to work immediately.

 ***Initial Groundwork*** *(Setting-up)*

* Design of the Company Logo, Letterhead, Business Card, Compliment Slips, Invoice Layout, Quotation Layout and Order Forms etc.
* Set-up of the Company identity, capture of Client Database and import into QuickBooks.
* Registration with SARS for VAT and PAYE as well as Import and Export application.
* Liaison with Clearing and Forwarding Agents to facilitate Import agreements.
* Supplier Account applications
* Set-up and Implementation of Company Filing System for client records as well as Sales and Purchase Journals.
* Creation of Stock Inventory Lists
* Daily monitoring of Banking transactions and payments to balance Debtor accounts.
* Quoting new Customers and Invoicing current sales.
* Organising Website domain registration to acquire email accounts as well as Installation and set-up.

***Schedule of Daily Duties*** *(All Inclusive)*

* As the only employee to the owner, responsibilities include all day to day functioning of the business.
* Front line reception includes answering calls on the main switchboard with direct liaison between suppliers and customers on any and all aspects relating to the products supplied or services offered.

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**EMPLOYMENT DETAILS** (Cont.)

* Collection of Debtors and payment to Creditors
* All Invoicing, Orders and Quotations
* All correspondence via email to Suppliers and Customers
* Annual Asset Register and Stock Lists
* Monthly accounts and submission of the financial records to the Bookkeeper for VAT reconciliation.
* Monitoring of Sale by Sale vs Purchases of Stock
* All Import correspondence and ordering of stock
* Organising Clearing and Forwarding as required
* Stock Costing Calculations and Price Lists
* Design of all the advertising and marketing material.
* Design and maintenance of the company website with all Products and Brochures [http://www.pmoptical.co.za]
* Responsible for the monthly payment of all accounts including Office Rental as well as Salaries.
* Daily monitoring of the Bank accounts as well as the Petty Cash box inventory.
* Maintenance of Stationary as well as Office Groceries.
* Daily schedule of Courier collections including visits to the Post Office for collection / sending of parcels.

 During the period of March 2009 to October 2010 the offices were shared by Nu Leaf Nutraceuticals and as such the following additional tasks were incorporated:

* Shared frontline reception and switchboard duties.
* Involved with the set-up of the new company’s account system for customer records.
* Monitoring of the weekly bank account statement transactions for payments and the petty cash inventory.
* Maintenance of the Sales and Purchase records.
* Regular submission of collected sales and expense accounts to their designated accountants.
* Monthly account statements and liaison with customers regarding new orders and/or queries.
* Monitoring of the stock deliveries and sales lists.
* Account application contracts and liaison via email.
* Involved with the design layout and presentation of the product information and marketing plans.
* Often required to hostess during member meetings, noting minutes and cross-referencing of recorded audio into post-draft documents for file records.
* Invoicing of Sales and organising Courier collections for delivery of orders if and when required.
* Inventory of the shared office space and the rental thereof to be invoiced out by PM Optical Supplies.

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**EMPLOYMENT DETAILS** (Cont.)

**Salary Required: \* Privacy Policy - Page 1**

**Reason for Leaving:** It has been almost 5 years since joining PM Optical Supplies which has no doubt been the most significant self-development phase of my career and although I have enjoyed being in a position to utilise all my skills I feel that I have reached a plateau. Ideally seeking a more challenging environment in a larger organisation where there is scope for advancement and higher earning potential.

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**#4 Company Name: SIGHTIQUE OPTIC SUPPLIES cc**

**Duration:** March 2006 – August 2007

**Type of Company:** Import and Distribution of Optical Frames

**Employer:** Mr Wade Miller (Owner)

**Position Held: Sales Secretary**

**Staff Compliment:** 1 Manager / Owner

1 Reception & Debtors

1 Credit Controller

 2 Orders & Stock

 6 Sales Reps

**Job Description: *Sales Secretary***

* Secretary to the Sales Team (Sales Office)
* Tasked with setting appointments for the Reps
* All appointments were booked telephonically.
* Daily targeting of customers to contact.
* Involved with the introduction of new reps to the company which entailed customer lists, product information, liaison for diary co-ordination etc.
* There were 9 ranges of spectacle frames, each representative was given particular ranges to distribute to particular areas which involved liaison with customers country wide.
* Maintaining records of customer contacts and address details for liaison reference and future appointment bookings.

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**EMPLOYMENT DETAILS** (Cont.)

***Sales Secretary*** *(Cont.)*

* Diary scheduling and co-ordination with Reps.
* Mapping of targeted areas and routes to ensure that appointments were group scheduled on particular days so as to maximise time and limit unnecessary travelling between customers on particular days.
* Email correspondence to introduce new products.
* General liaison and follow-up.

***Debtor Accounts***

* Prior to contacting any customer for a forwarding appointment to order new frame stocks it was necessary to check each account balance and ensure that there were no payments outstanding or that the account was not in undue arrears.
* These records also reflected purchasing patterns which assisted with the updating of sales records and customer information.
* Involved with the update of the Customer Database System for the new Pastel Accounting programme.

***General Office Duties***

* Relief reception involved answering calls to the main switchboard, screening calls, taking messages etc.
* Often called upon to assist with general office PC and peripheral hick-ups i.e. Printing problems, locating missing files on the server or to assist with document layout formats, wording of company correspondence, letters to customers, price lists etc.
* General errands included grocery shopping for the office as well as daily trips to the local Post Office to collect mail as well as send-off ordered stock via Speed Services or registered postage.

**Reason for Leaving:** There was a constant turn around in Sales staff which eventually resulted in a merge of the remaining Sales Team without pre-defined areas. Once incorporated into the general office administration and debtors it became clear that my prospects were limited as the more influential positions were already occupied by longstanding personnel.

Sightique moved from Kyalami to Sandton in late 2007. When the opportunity arose to join PM Optical Supplies within the same offices, I accepted.

General shared duties still included relief reception of the main switchboard as well as mingling with previous co-workers, which was ideal.

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**EMPLOYMENT DETAILS** (Cont.)

**#3 Company Name: JL TECHNOLOGIES cc**

**Duration:** January 2002 – February 2006

**Type of Company:** Office Automation

**Position Held:** Service Control

 Account Administration

 Internal Sales

**Job Description: Service Control**

* Logging Service Calls (Job Sheets)
* Sourcing Parts (Liaison with Suppliers)
* Quoting Customers on Costs to Repair
* Managing Contracted Service Accounts
* (Meter Readings / Faults Logged / Consumables)

**Internal Sales**

* Sourcing Products, Quoting on Equipment
* Quoting Consumables & Processing Customer Orders
* Maintenance of Company Price Lists

**Account Administration**

* Processing Daily Invoices
* Maintenance of Stock Supplies
* Liaising with Suppliers and Processing Orders.
* Daily Management of Banking Input / Output
* Issuing Payments on Orders Processed
* Administration of Sales Invoices
* Administration of Purchase Invoices
* Monthly Account Statements & Administration
* Processing of Payments Received
* Follow-up on Accounts in Arrears

**General**

* Assisting Customers with Queries
* Oversee day to day functioning
* General Administration: Responsible for all external incoming and outgoing written correspondence i.e. Email and Faxing (Quotes & Orders) etc.
* Other: Banking and Postage etc.

**Job Description:** On joining JL Technologies I was directly responsible for setting up the company accounts and initiated most of the administration concepts and procedures on which the day to day functioning was dependent.

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**EMPLOYMENT DETAILS** (Cont.)

I was also involved with Marketing, having tried various methods of exposure i.e. Pamphlets, Yellow Pages, Electronic Listings. The proven methods involved constant update and contact with the existing clients in the current base. The most cost effective external marketing initiative was the Website which was the product of consistent development and improvement. I became well acquainted with the layout of advertisements, formats of quotations, editing graphics and working with basic html applications. This included the design of the company logo, letter heads, job sheets, quote formats, invoice layouts, company forms and business contracts as well as advertising concepts, wording and layout design etc.

**Computer Packages: *Microsoft Office Applications:***

Word / Excel / PowerPoint / FrontPage / Publisher

 ***Account Applications:***

Quick Books Pro (Estimates / Invoices / Orders)

 ***Internet Applications:*** Mozilla FireFox / Internet Explorer (Browsers) and ThunderBird / Outlook Express / MS Outlook (Email applications)

 ***Other***: Irfanview (Image Editor), Adobe Reader (Converting MS Documents to PDF) and Bitware (PC Fax Transmission).

**Reason for Leaving:** Being a small company in a very competitive industry it had become increasingly difficult to maintain all facets of the day to day running of a business of this kind. The demand for quality services warranted an all-round support structure which could not be achieved with only two people. I was thus keen to make the transition into a larger company where I could focus my attention on specific tasks within a defined area.

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**EMPLOYMENT DETAILS** (Cont.)

**#2 Company Name: PERSONA TECHNIQUE cc**

 **PRS PERSONNEL cc**

**Duration:** October 1996 – December 2001

**Type of Company:** IT & Engineering Recruitment

**Employer:** Ms Jenny Pate / Baker (Immigrated to the USA)

 Mrs Denise Harmsen (Real Estate Agent)

**Position Held: Secretary / Personal Assistant**

**Job Description:**

* PA to Owner / Senior Personnel Consultant
* Oversaw one Junior Secretary
* Daily duties ranged from administration to Front Line
* Screening Calls and dealing with applications for positions that had been advertised.
* Processing of applications involved compiling CV’s according to a standard specified format which entailed confirmation of details or obtaining additional information (i.e. Copies of ID, Qualifications, Confirmation of Salary, Letters of Reference etc). This was usually done Telephonically.
* Liaising with clients regarding specific staff requirements, this involved obtaining the relevant job specifications and identifying candidates within our database that could meet with those requirements.
* Liaising with candidates, keeping them updated on specific applications or contacting them to establish availability and / or interest in particular positions.
* Setting up interviews between clients and candidates as well as internal preliminary screening interviews.
* Directly responsible for all incoming and outgoing correspondence, this ranged from general day to day email and faxing to the compilation and submission of applications as well as profiles for new clients.
* General duties included filing, sorting out faxes, replying to emails, answering calls and taking messages.

**Letter of Reference:** Please refer to the letter(s) of reference attached hereto.

**Reason for Leaving:** The partnership between the two companies dissolved and at that stage, the recruitment industry was under extreme pressure and scrutiny having to abide with all the new labour laws and company regulations. There was thus limited potential for future growth and career advancement.

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**EMPLOYMENT DETAILS** (Cont.)

**#1 Company Name: PRS PERSONNEL cc**

 **PRAETOR TRUST**

 **AFROVINOS**

**Duration:** June 1996 – September 1996

**Type of Company:** IT & Engineering Recruitment

 Liquidators

 Liquor Exporters

**Employer:** Ms Jenny Pate (Immigrated to the USA)

 Mr Reg. Barry Prosch (Nature Conservation)

**Position Held: Receptionist / Secretary**

**Job Description: *PRS Personnel*** *(Recruitment)*

* Reception / Switchboard, dealing with incoming calls and taking messages.
* Typing out CV’s
* General administration i.e. faxing, filing etc.
* General errands i.e. Banking and postage

***Praetor Trust*** *(Liquidators)*

* Reception / Switchboard, dealing with incoming calls and taking messages.
* Typing out of Legal Documentation
* General administration and errands

***Afrovinos*** *(Liquor Exporters)*

* Processing orders through Stellenbosch Farmers Winery
* Compiling Invoices for Stock to Export
* Preparation of relevant Boarder Documentation
* Organising Containers for shipment of stock through Spoornet for transportation to the warehouse in Komatipoort.
* Payment of Orders and Liaison with Suppliers
* General administration and errands.

**Reason for Leaving:** PRS Personnel went into partnership with Persona Technique.

 My initial employment was based on the arrangement that I would move over with the merge. I was however requested by Afrovinos to stay on under their employ but felt that my career prospects would be better following the “recruitment” route as the merge was initiated with the aim of expansion.

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