

Ashel Edith Sithole



Administrative Role

My Contact

✉ ashelsithole@gmail.com
+971528473152

Skill

- Customer Service
- Teamwork
- Tact, Discretion and Diplomacy
- Attention to detail
- Effective Communication Skills

Soft Skill

- Negotiation skills
- Assertiveness
- Time Management
- Multi-tasking
- Empathy

Qualifications

National Certificate in Office Management

National Diploma in Office Management and Administration

About Me

I'm a bubbly young lady, dedicated, team-oriented customer service specialist, who's highly motivated. I am a team player who has the ability to adapt to varying environments & multi-tasking capabilities to ensure the smooth running of daily operations.

Professional Experience

Business & Office Administrator – Patcom Electrical

January 2020 – August 2023

Key responsibilities:

- Supervising staff and dividing responsibilities
- Making company payments and sign for tenders, doing payroll every month
- Implementing new procedures and administrative systems
- Coordinating office activities and operations to secure efficiency and compliance to company policies
- Assisting the accountant when dealing with company accounts
- Support budgeting and bookkeeping procedures
- Submit timely reports and prepare presentations/proposals as assigned

Customer Service Supervisor – Jomopac Enterprises

February 2018 – 2019

- Key Responsibilities
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Identify and assess customers' needs to achieve satisfaction
- Keep records of customer interactions, process customer accounts and file documents
- Identifies opportunities to update or improve customer service procedures and makes recommendations to the Director of Customer Service or other appropriate staff..
- Providing feedback on the efficiency of the customer service process.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Assists with budget preparation for the Customer Service department.
- Performs other related duties as assigned.

References

Patcom Electrical Supervisor
Mr L Chamunorwa
lawrychamz@gmail.com

Mr El-Quentin Zaba

Jomopac Enterprises
Mr Clemence Sithole
salesjomopac@gmail.com

Receptionist- PLAN International

January 2017 - January 2018

- Key Responsibilities
- Preparing, organising and storing information on paper and digital form
- Dealing with queries on the phone and email
- Greeting visitors at reception
- Updating computer records using a database
- Liaising with suppliers and contractors
- Ordering office supplies
- Printing, photocopying and typing up reports and letters.
- Making company payments on behalf of the company.
- Assisting with bookkeeping and making sure clients accounts have no errors