

Work Experience:

January 2017 - Current

Self-Employed - South Africa, mainly Johannesburg and its surroundings.

- Master Life Coach, Nutrition and movement Facilitator
- Freelance Consultant, Support worker / Carer

*Working with Children and venerable adults.

Assistant event coordinator, Shop Assistant Manager, Training Administrator - Heart Centre Kirkcaldy, Fife, Scotland

- Updating events and page/advert creation on various social & business platforms. Maintaining records of the effectiveness of different advertising avenues.
- Maintaining communication and leasing with tutors, speakers and therapists.
- Taking payments, pricing of goods and doing end-of-day cash-ups for each section of the business.
- Overall customer care and support both for events/classes/retail shops. As well as maintenance of the customer database.
- Setting up and maintaining filing systems eg. stock sheets, bookings, attendance and payment logs.
- Attendance of workshops and setting up of training rooms.
- Producing posters/booklets and workshops/classes and therapies.
- Assisting in creating and putting systems in place for the running of shop/event/markets/classes.

Part-time Support Worker at Daycare center - Scottish Autism, Cardenden, Scotland

- Group outings, Finance logging in and out for service users' money.
- Same duties as in Housing support, only it is set hours with no sleepovers required. Working with more service users and staff in a day centre rather than just one individual in their homes.

Support Worker (Housing Support) - Scottish Autism, Cowdenbeath, Fife, Scotland

- Personal care or support there of to individuals.
- Insurance of structure and routine Autism and learning disability specific.
- Logging/Data input of full workings throughout the shift. (Daily diary, behaviour reports, food diary, medication audits, health and safety checks, infection control, risk assessment. etc)

Fitness and Wellbeing Advisor - Nuffield Health, Glenrothes, Fife, Scotland

- Delivering Health MOTs to Nuffield standards.
- Customer service and care. As a Personal trainer and gym instructor.

- Daily operations of the gym.
- Writing personal programmes for members.
- Delivering group classes to members.
- General admin work as well as handling Spa shop stock.

Public Relation Officer c/ Guest Service Officer - The World Cafe/ Bubu Resort, Perhentian Kecil, Malaysia (Now known as BuBu Island Villas)

- Office support including scheduling appointments, online bookings, and creation of brochures and newsletters.
- Customer service and issue resolution, including greeting new guests, check-out and account payment, and direct sales to create new customs.
- Online marketing; including TripAdvisor and Facebook account creation.
- Housekeeping management, including quality checks and direct management of the housekeeping team.

Assistant Manager - Petani Beach House, Perhentian Kecil, Malaysia

- Bookkeeping; Responsible for daily and monthly cash-in and out, payments to all suppliers, and prepared all client accounts.
- Stock-keeping; Responsible for all required stock, managed supplier relationships, order handling and receiving.
- Hostess; Responsible for meeting and greeting guests, ensuring customer satisfaction and issue resolution where necessary.
- Bookings; Responsible for online and telephone bookings, often dealing with non-English speaking clients, ensuring all island transportation needs were met, including organisation of the resort's in-house water taxi service.
- Housekeeping; Responsible for ensuring all rooms were of a sufficient standard and meeting our client's needs.

PA & Homecare Liaison - Fresenius Kabi, Midrand, South Africa

- Inventory control, including data capture, warehouse control and expediting orders.
- Filing of various paperwork E.g. pay cheques, working on leave forms and calculating days of leave, handling clock cards & overtime for the Salary/Wages Department with +/- 200 employees.
- Extensive work on company Intranet and Excel.
- Order taking and input into Syspro.
- Telephone liaison with customers including order processing, customer creation and claim refusal.