



# Sherine de Sousa

Office Supervisor

Cape Town, South Africa

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## Links

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## Languages

Portuguese

English

## About

### BRANDS WORKED WITH

- A and A Boho Baby Lifestyle (Pty)ltd
- Airforce Compressors
- Esquire Technologies
- NANO FIBRE
- Nashua Cape Town
- Octotel Fibre
- Syncrosec Fibre Group
- Tiletoria Cape Town

## Experience

### ● Office Supervisor

Syncrosec Fibre Group | Nov 2021 - Now

#### Duties

Coordinating the scheduling department – Vumatel and Britelink, Frog-foot

#### Managing Staff

Liaising with internal departments at all levels.

Reporting to Management and Directors of the company.

Ensuring daily, weekly, and monthly targets are scheduled and completed as per requirements from Fibre network owners (FNO)

Ensuring maintenance requirements from various FNO's is dealt with timeously and within the set SLA.

Monitoring the performance of staff, ensuring that required standards and procedures are adhered to daily.

Coordinating the daily running of the department (Office admin related) Maintenance of Spreadsheet and weekly reports.

Managing and allocating leave for all employees

Allocating Britelink Installs to all Reach and Core Teams

Coordinating Detractors, passives, complaints in the ROC Department Invoicing on a monthly Basis, Frogfoot, Vumatel and Britelink

Scheduling for Frogfoot and Vumatel – Core and Reach

Generating PO's when required.

Managing and assisting all teams daily with Issues that may arise on site. Managing Installation and Maintenance Tickets and ensuring SLA Targets are met.

Allocating next day installs in the Evenings to ensure all teams receive their schedules.

UDEMY Course – Change Management – How to Drive and Adapt Operating System Microsoft Word, Excel, Office, Quickbase, Google Live Sheets, WhatsApp Groups, Solid Contractor, Xero

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### ● Owner

A and A Boho Baby Lifestyle (Pty)ltd | Feb 2020 - Nov 2021

#### Duties

Company Registration with CIPC

Invoicing and Quotations

Ordering of Stock

Dealing with a range of 5 Suppliers Country wide

Liaise with Courier services daily

Banking

Sales

Cold Calling and New Business Generation

Maintenance of Spreadsheet and weekly reports

Website Development

Support and management of social media sites

SARS Registration

Sourcing of new suppliers

Filing

Diary Management and planning

Marketing the Business on social media platforms as well as Groups

Attending to Daily Calls and emails

Updating Products on Takealot system and ensuring stock is delivered on time. Operating System QuickBooks Online, PowerPoint, Microsoft Word, Excel and Office

## ● Project Co-Ordinator

Octotel Fibre | Apr 2018 - Jan 2020

Reference: Tyrone Ross – Senior Management ( Duties:

Data Management and Administration of Access Builds

Updating Statuses of Projects from start to finish of Builds

Scrutinizing of Invoice Packs

Diary Management for 3 Site Supervisors.

Filing

System creation for Contractors Invoice Packs

Scheduling – Schedule and set up kick off meetings for all allocated sites.

Follow up on scheduled

Meeting and appointments to ensure it transpires success.

Coordinate any Access Build requirements with Body Corporates, Building Manager for the allocated sites.

Contractor Snag Coordination and Management.

Escalation and follow ups on any issues for any allocated sites.

Updating and communicating time frames with customers.

Administrative Support

Internal Communication

Drafting Reports on Monthly activity as well as forecast projection

Day to day management of internal databases



## ● Administrative Assistant / PA to Directors

NANO FIBRE | Nov 2016 - Mar 2018

Taking Minutes in meetings

Assisting Site Supervisors Operating System: Trello, Slack, Excel Live Sheets, PowerPoint, Microsoft, WhatsApp Groups

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Company: Nano Fibre Period: November 2016 – March 2018 Position: Administrative Assistant / PA to Directors Reference: Dirk Mostert and Wilhelm Strumpher – Directors Working Hours: Monday – Friday (08:00 – 17:00) occasional Saturdays on rotation. Duties:

Scheduling Installations for Vumatel Fibre and Octotel Fibre

Coordinating Teams for Vumatel Fibre and Octotel Fibre

Assisting teams – WhatsApp Group Chats

Liaising with Homeowners for Access into their Home for the Installation of Fibre

Attending to Complaints, Calls and Emails

Screening phone Calls for the Directors.

Stock Control

Issuing Stock Daily to Installation Teams (Conduit Piping, Trunking, Sprague, Tools when necessary)

Vehicle and Tool Inspections on a weekly Basis

Company Asset List Updates

Fortnightly and Monthly Payroll

Issuing of Contracts to new Staff members

Loading New staff to Clock in system.

Making of Name Tags

Monitoring of car track daily

Purchasing Stationary, Groceries and Office Supplies

•Sourcing and Purchasing uniforms for the technicians.

Weekly Incentive Calculations for the Installation teams

FEMA and Insurance Claims

Issuing of Warnings

Training New staff Members of the Scheduling teams

General Maintenance of the Office

Attend Sales meeting with Vumatel and Octotel Fibre when required.

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Reports on Installation progress and projected monthly forecasts

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Organising Events, Team Building and year end Functions

Diary and time Management

Maintaining, filling, and keeping staff files updated

Drafting company notice letters and distributing them to staff – signature required.

•Reporting and Assisting two Directors. Operating System Trello, Quickbase, Microsoft Word, Microsoft Excel, Excel Live Spreadsheets, PowerPoint

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● **Administrative Assistant**

Airforce Compressors | Jun 2013 - Nov 2016

Position: Administrative Assistant Working Hours: Monday – Friday (08:00 – 16:00) Duties

Web related Duties – Maintenance of Website

Quotations and Invoicing

Filing

New Business Generation – Cold calling (Approximately 25 - 30 new Clients daily)

Deliveries to clients when required

Presentation for new Clients

Promotional Activities

Travel Arrangements

Banking

Stock Take

Spreadsheets of weekly and Monthly reports

Sales of Compressors, Maintenance, Parts, and Services Operating System QuickBooks Accounting, Microsoft Word, Excel, PowerPoint.

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● **New Business Sales Executive**

Nashua Cape Town | Jan 2011 - Jun 2013

Reference: Dale Isaacs / Russel Hamsley – New Business Manager Working Hours: Monday – Friday (08:00 – 17:00 ) Duties:

Cold Calling

New Business Generation

Maintain Existing Client Portfolio

Manage Internal Calls and Emails

Pursue Sale Leads

New Business Contracts

Sales of Consumables

Deliver stock if necessary to priority Clients

Compile Reports on weekly and monthly progress

Attend Weekly Sales Meetings

Presentation in sales meeting when selected.

Attend training of new Products Operating System: Excel, PowerPoint, Microsoft Office, Microsoft Word and Excel



● **Internal Sales Executive**

Esquire Technologies | Sep 2009 - Jan 2011

● **Internal Sales Consultant**

Tiletoria Cape Town | Aug 2008 - Aug 2009

Reference: Tyrone Ferreira – Sales Manager Working Hours: Monday – Friday (08:00- 17:00) and every second Saturday (08:00 – 14:00) Duties:

Attend to Walk in clients

Manage Internal Calls

Emails

Quotations and follow up's

Assist with Stock take and Yard Sales

Sales of Taps, Tiles and Bathroom and home Accessories

Update sales progress on Operating system

Processing Sales Orders Operating systems: Kerridge, Microsoft Word, Excel

● **Branch Manager**

| Jan 800 - Jan 2023

Working Hours: Monday – Friday (08:00 – 17:00) - Saturday's (09:00 – 13:00) Duties:

Opening and Closing the Express Store

Attending to Internal sales calls

Emails

Training Cash office staff as well as Internal Sales Consultants

Daily Cash up

Interviewing relevant candidates

Processing Of Invoices and Quotations

Filing

Internal Sales – Laptops, Built PC's Accessories and Consumables, Software and Hardware.

Telesales – Generating new clients (Minimum of 30 – 50 Calls per day)  
Report to Branch Manager and Head Office (Johannesburg)  
External Meetings when required with potential Client sign up  
Stock Take  
Weekly/Monthly Banking Operating System: Fincon Accounting, Sage,  
Excel, Microsoft Word