

# Professional Resumé - Tamara Rossouw

Based in: Pietermaritzburg - 23 Mills Circle, Hayfields  
Contact Numbers: 084 253 9005 / 072 112 6654  
Email: tamara@rossfam.co.za  
Website: <http://www.rossfam.co.za>

## Business Management & Administrative Experience

**Managing Director** - Rossfam Business Solutions Pty Ltd [2016/451083/07] 18.10.2016 - DATE  
[Availability to work in the Pietermaritzburg, Howick and Midlands area, Virtual Assistant services worldwide]

- I started my own business in 2016 performing the functions of a Business Administrative Consultant / Virtual Assistant. We offer business administrative services and solutions to businesses, giving business owners more time and the freedom to focus on revenue generating projects and tasks. We offer reliable, trustworthy and professional support, always operating with honesty and integrity. The main services currently being offered are as follows:
  - Certified Sage One Accounting Advisor
  - Virtual Assistant
  - Bookkeeping
  - Forms Design, Standard Operating Procedures
  - Medical Billing and Account Management
  - General business administrative tasks
  - Word processing assignments, proof reading and PowerPoint presentations
  - Blogging and Copy writing
  - Database creation, data capturing and database management
  - Account management services
  - Debtors and Debtors Management
  - Event Planning
  - Email, Calendar and schedule management tasks
  - Social media management
  - Business development and growth in an administrative capacity
  - Graphic Design

**Branch Manager** - Jevada Pty Ltd T/A Cleaning & Pest Control Specialists 11.02.2013 - 07.10.2016  
[Based in Richards Bay. Area of responsibility: Zululand & North Coast]

- Payroll
- Debtors and Debtors Management
- Creditors (including ordering and stock control)
- Banking and Payment of Suppliers via Internet Banking
- Sales and Branch Marketing (Social Media, Online, Email, Cold Calling, Telesales, Networking Functions, Trade Shows, Proposals, Quotations and Tenders)
- Online and Social Media Marketing for the Pretoria East Branch at the request of the owner.
- General administration (memo's, minutes of meetings, leave scheduling, UIF, Contract Cleaning Industry reports, Branch reports, PowerPoint presentations, data capturing, database creation and management, asset control, budgets, legal contracts, costings, work and job schedules, workmans compensation, legal compliance paperwork and renewals)
- Account Management, as well as Client liaison and relationship management & New business
- Contract management & retentions
- Incident reporting and relevant paperwork
- Business development & growth
- HR & IR related matters
- Planning
- Conflict resolution and customer complaint resolutions
- Maintaining Operational Standards and control of Operational Resources
- Training and Staff Development
- Health & Safety (Risk Assessments, Safe Work Procedures, Safety Talks)
- Branch Auditing

*Reason for Leaving: Resignation - relocated to Howick to start own business*

**CWP Assistant Project Administrator** - Lima Rural Development 27.02.2012 - 30.11.2012  
[Based in Pietermaritzburg. Provinces of responsibility: North West, KZN and Free State. Number of Sites in the CWP Program = 57]

- Data capturing and Reports
- Assisting with CWP Administration
- MIS data capturing and database management
- Resolving project related queries and recons for the CWP sites in KZN

- Procurement on behalf of CWP Lead Agency and Implementing Agents (including liaising with suppliers and procurement clerks)
- Placing and checking of orders, ensuring compliance with Procurement Policy by doing regular checks and record keeping of relevant documentation
- Travel and accommodation arrangements for CWP Lead Agency (Flight, Accommodation and Car hire)
- Planning and arranging training workshops (Venue hire, accommodation for delegates, flights, car hire, co-ordinating décor and needs for Trainers at venue)
- Monthly UIF report using information pulled from MIS system
- Created the CWP shared calendar and maintenance thereof
- Created the CWP suppliers database and maintenance thereof
- Communication and liaison with other agents on CWP
- Checking invoices from all suppliers and Implementing Agents

*Reason for Leaving: Resignation - moved back to Richards Bay due to Family obligations (father ill and later passed away)*

**Contract Manager - Royal Serve Healthcare**  
[Pietermaritzburg]

20.07.2011 - 31.12.2011

- Data capturing and Reports
- Attendance control and absentee replacements
- General administration (monthly attendance registers, form and documentation completion, filing, minutes of meetings, memo's, quotations)
- Monthly stock orders (chemicals, consumables and stationary), stock taking and stock control
- New engagements (interviews, paperwork, training)
- IR related matters
- Management meetings
- Account Management, as well as Client liaison and relationship management
- Contract management & retention
- IR related matters
- Incident reporting and relevant paperwork
- Conflict resolution and customer complaint resolutions
- Maintaining Operational Standards and control of Operational Resources
- Training and Staff Development
- Health & Safety (Risk Assessments, Safe Work Procedures, Safety Talks)
- Inspections and corrective action

*Reason for Leaving: Retrenched*

**Supercare Services Group Pty Ltd**

**Area Manager - Northern KZN**

01.04.2010 - 30.06.2011

**Site & Administrations Manager - Piet Retief**

28.04.2006 - 31.03.2010

**Site Administrator - Piet Retief**

10.08.2004 - 27.04.2006

**Site Administrator - Richards Bay**

03.08.2003 - 08.08.2004

- Data capturing and Reports
- Attendance control and absentee replacements
- Invoicing
- Debtors management
- General administration (monthly attendance registers, form and documentation completion, filing, minutes of meetings, memo's, quotations, proposals, UIF documentation, costings, budgets, asset control, leave scheduling, database creation and maintenance, reports, PowerPoint presentations, work and job schedules, workman's compensation, legal compliance paperwork and renewals)
- Monthly stock orders (chemicals, consumables and stationary), stock taking and stock control
- New engagements (interviews, paperwork, training)
- Planning
- Incident reporting and relevant paperwork
- HR & IR related matters, representation at CCMA
- Payroll - preparing excel registers and checking of payroll
- Stock ordering and stock control
- Sales (Cold Calling, Telesales, Networking Functions, Trade Shows, Proposals, Quotations and Tenders)
- Account Management, as well as Client liaison and relationship management & New business
- Contract management & retentions
- Business development & growth
- Conflict resolution and customer complaint resolutions
- Quality control inspections
- Incident reporting and relevant paperwork
- Booking Annual Medicals
- Maintaining Operational Standards and control of Operational Resources
- Training and Staff Development
- Health & Safety (Risk Assessments, First Aider, SHE Rep, Safe Work Procedures, Safety Talks)

Reason for Leaving: Resignation - relocated to Pietermaritzburg and no transfer was available within the group

**First Garment Rental - Garment Controller (& Administrator)**  
[Hillside Aluminium - Richards Bay]

14.04.2002 - 01.08.2003

- Data capturing and Reports
- Scanning in and out of laundry entering and exiting the laundry
- Assisting employees on shift change over
- Issuing of PPE
- Labelling of PPE
- Assisting visitors
- General admin duties

Reason for Leaving: Offered a position with better prospects

## Computer Literacy & Software

Microsoft Office Package (Word, Excel, PowerPoint, Publisher, Outlook, Internet)

Sage One Accounting Software

Sage One Payroll (basic knowledge and functionality)

Pastel Express Version 12

Pastel Partner V 14

TSFG Communicator (Franchise Software)

smeMETRICS (Medical Software)

Panacea (Medical Software)

e I MD Technologies (Medical Software)

Front Accounting

Quick Books (basic knowledge and functionality)

SAP - not proficient (basic knowledge and functionality)

## Education

**Diploma in Marketing Management - Boston City Campus & Business College**

July 2015 - December 2016

*Completed the first year of studies. I will be changing my area of studies in 2017 to be more suited to the business I have started, and therefore will not be continuing on to the second year with my Diploma in Marketing Management.*

Advertising 1 - 83% Pass with Distinction

Financial Management 1A - 85% Pass with Distinction

Marketing Management 1 - 77% Pass with Distinction

Integrated Marketing Communications 1 - 86% Pass with Distinction

Business Management 1 - 73% Pass

Financial Management 1B - 78% Pass with Distinction

Media Law 1 - 79% Pass with Distinction

Brand Management 1 - 72%

**Professional Diploma in Microsoft Office 2000 - PC Training Business College**

2000

MS Excel, MS Word, PowerPoint, Outlook, Internet, MS Access, Publisher

**High School - John Ross College**

1993 - 1997

Matriculated

English HG - D

Afrikaans HG - C

Mathematics SG - D

Biology SG - C

Geography SG - B

Economics SG - C

## Short Courses & Additional Training Done

Certified Sage One Accounting Advisor

2017

Gold Standard Customer Care and Telesales Skills - The Specialists Training Academy

2016

Sage One Accounting - The Specialists Franchise Group (Kayley Lindenberg)

2015

Enhance your Executive Skills - Services SETA

2010

Risk Assessments - OHSACA

2009

Hazardous Chemical Training - Mondi Packaging

2008

Health & Safety Representative - Mondi Packaging

2008

Basic Fire Fighting - Mondi Packaging

2008

Behavioural Based Safety (BBS) - Mondi Packaging

2007

First Aid Course (Level 1) - Occusaf

2006

Risk Assessments - Mondi Packaging

2004

## **Awards**

1 <sup>st</sup> Place Gold for % Growth Pest Control Division - The Specialists Franchise Group	2013/2014
2 <sup>nd</sup> Place Silver for % Growth Cleaning Division - The Specialists Franchise Group	2013/2014
1 <sup>st</sup> Place Gold for % Growth Pest Control Division - The Specialists Franchise Group	2014/2015
2 <sup>nd</sup> Place Silver for % Growth Cleaning Division - The Specialists Franchise Group	2014/2015
7 <sup>th</sup> Place Franchisee of the year award Cleaning Division - The Specialists Franchise Group	2014/2015
1 <sup>st</sup> Place Gold for % Growth Cleaning Division - The Specialists Franchise Group	2015/2016
2 <sup>nd</sup> Place Silver for Rand Growth Cleaning Division - The Specialists Franchise Group	2015/2016

## **Special Achievements & Noted Performance**

During both my time at Supercare Services Group as well as my time at The Cleaning & Pest Control Specialists, I was instrumental in the successful development and growth of both businesses. This was especially in the areas of profitability, client base growth, staff development and successful implementation of processes and procedures that worked and achieved the desired results.

## **References**

Chandelle Gouweloos	071 482 8562	(Current Client - Chandelle Lombard Physiotherapy)
Richard Archibald	079 854 4485	(Current Client - Inspect-A-Home)
Walter Butterworth	083 375 6656	(The Specialists Franchise Group)