|  |  |
| --- | --- |
|  | horizontal line  **C**harmaine  **L**erm      +27 84-520-9713  [charmainelerm03@gmail.com](mailto:charmainelerm03@gmail.com) |
| **ㅡ**  **P**ersonal  **I**nfo | horizontal line  **Identity number**  610803 0099 08 4  **Birthday date**  03 August 1961  **Nationality**  South African  **Gender**  Female  **Marital Status**  Divorce  **Dependants**  None  **Available**  Immediately |
| **ㅡ** Skills | horizontal line  **Leadership and Management Skills** Advising Delegating Motivation People Management Problem Solving Coaching Decision Making Conflict Resolution  **Analytical Thinking Skills**  Critical Thinking Data Analysis Numeracy Reporting  **Language Proficiency**  English  Afrikaans |
| **ㅡ** Work **E**xperience | horizontal line  **EFFECTIVE SALES & MECHANDISING (EMS) – Nupen Crescent**  Midrand - 26 November 2018 –  **Position Held : EXECUTIVE PERSONAL ASSISTANT / INSURANCE ADMINISTRATOR**  **Reporting to 5 Managers and Assisting 15 Rep’s**  **Duties:**   * Typing of all documents i.e. reports, letters, etc. * Composition of own correspondence * Answering calls, screening, etc. * Handling mail * Liaise with various Principals, etc. * Arrange and Co-ordinatIng various appointments and meetings, locally and internationally * Diary management (electronic) of 5 Managers * Responding to Managers’ emails on their behalf * Handling sensitive and confidential documentation * Receiving of Principals * Client liaison – high profile Principals * Various Reports for Managers and Reps’ – Using Scarecrow * Attending Weekly Rep Meetings and taking Minutes accordingly * Attending Monthly Cycle Brief with Principals and taking Minutes accordingly * The above position is deadline driven * Updating of EMS Device List of all Regions * Handling all Insurance Claims for all Regions * Adding and Removing Devices from the Insurance Policies for all Regions * The above position is deadline driven and need correctness at all time   **RED MAN ART & GALLERY STUDIO – Design Quarter**  Fourways - 18 September 2017 – 20 October 2017  **1 MONTH PROJECT TO UPDATE ALL RECONCILIATIONS AND CREATE OF VARIOUS TEMPLATE FORMS AND VARIOUS POLICIES & PROCEDURES FOR USE BY THE STAFF IN THE ART & GALLERY STUDIO**  **Duties:**   * Update of Red Man Art & Gallery Studio Sales Reconciliations for July 2017, August 2017, September 2017 up until 20 October 2017 * Update of Red Man Art & Gallery Studio Cash Sale Reconciliations for July 2017, August 2017, September 2017 up until 20 October 2017 * Update of Red Man Art & Gallery Studio Credit Card Statement Reconciliations for July 2017, August 2017, September 2017 up until 20 October 2017 * Update of Red Man Art & Gallery Studio Supplier Reconciliations for July 2017, August 2017, September 2017 up until 20 October 2017 * Update of Red Man Art & Gallery Studio Purchase Reconciliations for July 2017, August 2017, September 2017 up until 20 October 2017 * Update of Red Man Art & Gallery Studio Logbook Reconciliations for 2 Vehicles for July 2017, August 2017, September 2017 up until 20 October 2017 * Update of Red Man Art & Gallery Studio Annual & Sick Leave Reconciliations for July 2017, August 2017, September 2017 up until 20 October 2017 * Create of Various Template Forms and Various Policies & Procedures for use by the Staff in the Art & Gallery Studio * Managing of Daily Petty Cash, Petrol Card and Credit Card for Red Man Art & Gallery Studio   **PRICEWATERHOUSECOOPERS INC**  1 July 1989 – 31 August 2017  **Position Held : EXECUTIVE PERSONAL ASSISTANT in the Assurance Banking and Markets Division**  **Reporting to 3 Partners (Directors), 2 Associate Directors, 3 Senior Consultants, 10 Managers from (Assistant Managers to Senior Managers)**  **Duties:**   * Typing of all documents i.e. proposals, presentations, reports, letters, faxes, etc. * Make sure old files are archived correctly * Composition of own correspondence * Answering calls, screening, etc. * Handling mail * Liaise with various professional institutions, i.e. Terrapin, etc. * Arrange and Co-ordinatIng various appointments and meetings, locally and internationally * Co-ordinating both local and international travel arrangements, booking flights, accommodation, car hire and planning itineraries (on a regular basis) * Arranging foreign exchange, i.e. Dollars, Euros, etc. * Ordering of stationery and maintenance duties i.e. stock levels, etc * Diary management (electronic) of 1 Partner/Director, 2 Associate Directors and 1 Senior Manager * Responding to Partners’ emails on their behalf * Handling sensitive and confidential documentation * Receiving of clients * Client liaison – high profile clients i.e. government officials, banking services, etc. * Tend to refreshments, etc. * Co-ordinating of meetings, seminars, events, dinners, functions, team buildings, client functions, etc. * Arranging venues internally and externally * WIP and debtors for Partners and Managers * Sending out Christmas gifts, calendars, diaries, etc. to clients * Payment and petty cash requisitions * Arranging functions i.e. Sun City Client Golf Day for clients and staff * Arranging workshops and workshop material * Gift requisitions for clients and staff * Forex reconciliations * Timesheets and Expenses on Maconomy for myself and 3 Partners * Meeting room bookings * Working with the Finance team on projects e.g. proposals, presentations for clients, etc. * Compiling project files for Risk Management, etc. * Working on client projects, liaising with clients, etc. * Assisting overseas PwC staff with conference arrangements in South Africa * Organise collection of tender documents * Sending out all tender information to relevant persons within the firm * Knowledge of ESF (Electronic Sales Funnel) system and the process * Knowledge of Knowledge Point & Match Databases * Make sure document/items are couriered, docexed or delivered * Handles and issues both litepro’s (data projectors) within the department * Handles with cubicle bookings for managers and staff * Liaison with IT department (GTS) * Compile packs for various solution meetings * Also work with the Banking and Capital Market Division’s HR Partner – fill the post as Executive Personal Assistant to the HR Partner and HR Manager of the Division * The above position is deadline driven   **DEPARTMENT OF CORRECTIONAL SERVICES**  02 January 1983 – 30 June 1989  **Position Held : SECRETARY/PERSONAL ASSISTANT**  **Duties:**   * Handling VERY sensitive and confidential documentation * Typing of all documents i.e. proposals, presentations, reports, letters, faxes, etc. * Make sure old files are archived correctly * Started filing system from scratch * Answering calls * Handling mail * Ordering of stationery and maintenance duties i.e. stock levels etc * Receiving of clients * Tend to refreshments, etc.   **DOUGLAS MUNICIPALITY**  02 January 1980 – 30 November 1982  **SECRETARY/PERSONAL ASSISTANT/SWITCHBOARD**  **Duties:**   * Handling VERY sensitive and confidential documentation * Typing of all documents i.e. proposals, presentations, reports, letters, faxes, etc. * Make sure old files are archived correctly * Started filing system from scratch * Answering calls * Handling mail * Handling of water and electricity accounts * Handling income of accounts * Ordering of stationery and maintenance duties i.e. stock levels etc * Receiving of clients * Tend to refreshments, etc |
| **ㅡ** Education & **T**raining References | horizontal line  **Hoër Huishoudskool, Bethlehem / Matric : 1979**  **Subjects Passed**   * Afrikaans * English * Economics * Business Economics * Hospitality Management * Guesthouse Management * Typing * Cooking/Needlework   **Information Technology Knowledge**   * Windows 93, 95, 98, 2000, 2007, 2010 * Internet Explorer: * MS Suite * Word * Powerpoint * Excel * Corel Draw * Lotus Notes * Google * Maconomy PwC Financial System * Various in-house PwC Databases * Scarecrow EMS System   **Grant Dunbar**  **CEO – Red Man Art & Gallery Studio**  +27 82-900-6303  **Gino Fraser**  **Director - PricewaterhouseCoopers (PwC)**  +27 82-555-5116  **Linda Voges**  **PwC Director**  +27 83 704 2205  Linda.voges@pwc.com  **Jan Gey van Pittius**  **Director (previously PwC) - Ernst & Young**  +27 82-566-0049  **Riaan Wienekus**  **Director (previously PwC) - Ernst & Young**  +27 83-235-0429  **Ina de Vry**  **Barclays - Previously Director at PwC**  +27 82-579-9334    **Brig. Matthee**  **Dept of Correctional Services - Brigadier at Johannesburg**  +27 11 933-7000  **Mr. De Jager**  **Douglas Municipality - Town Manager**  +27 53 298 1810 |