|  |  |
| --- | --- |
|  | horizontal line **C**harmaine **L**erm  +27 84-520-9713  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**EnglishAfrikaans |
| **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
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| **ㅡ**Education  & **T**rainingReferences | 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 2205Linda.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 |