

# MONIQUE GLASS

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## PERSONAL PROFILE

- Date of Birth : 24/09/1996
- Marital Status : Single
- Nationality : South African
- Known Languages : English, Afrikaans
- Drivers license : Code 10

## PERSONAL STRENGTHS

Hardworking  
Goal Driven  
Dedicated  
Outspoken

## EDUCATION

- **Willow Crescent Secondary**  
Matric  
English, Afrikaans, Mathematics Literacy , Tourism, Business studies, Life Orientation,  
Economics  
2015
- **Edu-Build Institute**  
Early Childhood Development  
NQF level 4  
Currently studying

## TECHNICAL SKILLS

- Fully computer Literate Excel and Word advanced
- Ability to prioritize
- Appropriate verbal and written communication skills
- Team player
- -Pleasant telephone personality - ability to perform accurately and methodically under pressure
- Ability to Adapt and perform under changing and uncertain conditions
- Integrity
- Strong clerical administrative and seceterial skills
- Problem solving skills
- Strategic planning

## CAREER OBJECTIVE

Proactive, client orientated, Front desk professional with over 3 years of administrative experience in the sales and client service industry. Contributes outstanding service delivery in the working environment.

## EXPERIENCE

- **Affinity Health Group** 07/06/2019 - 29/01/2020  
Sales Representative  
Duties and responsibilities
  - Quoting premiums such as medical insurance for clients
  - Underwriting and legal disclosure
  - Obtaining, gathering and documenting customer information, payment methods.
  - Marketing
  - Administration
- **Energia Coporate Solutions** 04/02/2020 - 14/09/2020  
Business Generator  
Duties and Responsibilities
  - Booking appointments for companies to assist with office automation
  - Organising a suitable product such as Pabx, cctv, printers etc based on companies needs
  - Administration tasks
- **Presidential Youth Educational Employment Initiative** 02/01/2021 -  
**Heerengraht Primary school** 30/06/2021  
Administrative Assistant, Teacher Assistant, General assistant
  - Organising office and filling system
  - Duplication of typing all learner and staff related work
  - Recording of written information on computer on SA SAMS or paper (typing of all documents regarding to learner and staff related matters)
  - Liason with public, parents and learners
  - Manage and retrieve routine information (admission, learner transfers).  
Maintain diaries.
  - Assisting learners in classrooms when teachers are unattended
  - Handle financial matters.  
Cleaning classrooms maintaining a clean environment
  - Santizing and screening learners

## PROJECTS

- **Volunteer** 1 Day  
Visiting the retirement centre as a class we had to provide the Elderly people with biscuits and also provided them with a makeover and we cleaned the retirement centre

## ACHIEVEMENTS & AWARDS

- 4 Change global foundation awards

## INTERESTS

- Front desk/Receptionist
- Administrative assistant

## REFERENCE

### **Jano - "Affinity Health Group"**

Sales Representative  
0861 11 18 09

### **Tazwhin Naidu - "Energia Coporate Solutions"**

Business Generator  
Tazwhinnaidu@energia.co.za  
+27 60 638 2135

### **Shirley - " Administrative Assistant, Teacher Assistant, General assistant "**

Heerengraht Primary school  
Admin@heerengracht.org.za  
+27119451770

## MY AIM

- My main aim is to engage within the organization doing the right thing, the right way even when no one is watching. Providing exceptional and sustainable services within the organization
- Am also willing to grow and develop within the company and innovate my skills and knowledge towards the organization.