

Nazeer Woodman

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Objective

To enhance my professional skills, capabilities and knowledge in an organisation which recognises the value of hard work and trusts me with responsibilities and challenges

EDUCATION

2015-2016

False Bay College

Business Management N6

2013

Sibelius High School

National Senior Certificate

EXPERIENCE

February 2023 - April 2024

Ck Coachworks

Receptionist/Bookings clerk

- Welcome and inform clients of company policies and procedures
- Remove valuable tags and attachments from vehicle keys
- Switchboard – answer, transfer and place calls on hold
- Allocate and manage courtesy cars used by staff members for company purposes
- Receive and sign off on goods delivered to company
- Ensuring that all necessary information is filled in on booking of vehicles
- Notify necessary staff when unauthorized vehicles are on site
- Ensure necessary information is filled out for assessments and notify correct assessor
- Deliveries and collections of vehicles to and from clients, as well as sending vehicles for diagnostics
- Manage shuttles for clients at 8 and 10 in the morning
- Order water and cups and refill machine
- Notify car hire companies when vehicles are dropped off
- Take on CV's and deliver them to the correct staff
- Notify Personal Assistant when people come for meetings and interviews
- Respond to emails from staff and forward incoming emails to correct personnel
- Take messages for staff members
- Handle basic queries from clients, brokers and consultants
- Still doing previous work as a bookings clerk
- I also assist the service advisors in updating clients and ensuring that they are happy
- Customer service - dealing directly with customers face to face and over the phone and in this way, handling enquiries as well as problem solving.

August 2022 - January 2023

Ck Coachworks

Bookings Clerk

- Adequately book in cars of clients
- Ensure that correct job cards are printed and booked in on TMS teamwork system
- Take adequate amount of pictures of vehicles booked in to ensure that everything is documented
- Upload all images taken of vehicles onto TMS teamwork system
- Ensure company is protected and all damages of vehicles are recorded
- Remove and store any valuables of clients and return it to them
- Manage the flow of vehicles into and out of the workshop to ensure smooth production flow
- Inform Service Advisors and other necessary staff members of any important information found on job cards or findings on vehicles
- Send emails via Outlook of all necessary information regarding the booking in of vehicles to all necessary departments
- Customer service - handling client goods and calling clients to arrange bookings and deliveries.

March 2021 - August 2021

Medicross Hospital

Filing and administration clerk

- Door duties:
- Registration of patients at entrance
- Ensure hospital Covid regulations are met
- Direct and give information to patients
- Administration and reception:
- Filing and retrieval of folders
- Scheduling of appointments
- Assisting with patient transportation
- Faxing and emailing documents
- Delivery of messages to doctors
- Answering calls
- Switchboard operation
- Customer service - direct contact with clients and assisting them with information as well as handling enquiries

June 2020 - August 2020

CTICC Hospital of Hope

Stores assistant

- Recording/organising hospital equipment
- Filing confidential documents
- Ordering new supplies
- Signing and checking delivery of supplies
- Counting and keeping track of supplies in stores
- Packing and organising supplies
- Liaising with suppliers
- Distribution of supplies to nurses and doctors
- Making sure all Covid protocols for safety are adhered to
- Ensuring that all staff members have the proper safety equipment
- Customer service, follow ups and handling enquiries about products and services

April 2019 - June 2020

Western Cape Government

Administration clerk

Dr Abdurahman Clinic, Athlone

- Organising hospital files
- Filing in sequence
- Scheduling of appointments
- Patient communication and support
- Reception/front desk experience
- Computer skills: Ms office, Ms outlook, data capturing, PHCIS, retrieving NHLS lab results
- Creating new folders
- Switchboard operation
- Also have some supply chain experience at the hospital which include:
- Ordering supplies
- Tracking supplies
- Handing out supplies
- Tracking patient statistics
- Uploading supply information onto system
- Liaising with suppliers and other hospitals
- Customer service delivery - handling enquiries, processing information and giving information about services offered

Skills

Excellent communication skills, telephone etiquette, multi tasking, excellent, organisational skills, computer literate

REFERENCES

Aubrey

Quality Control Specialist

Ck Coachworks

Cell: 0731457537

Zahrah

Authorizations and client liaison specialist

Ck Coachworks

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