

CONTACT



190 Neptune Street,
Waterkloof Ridge,
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SKILLS

COUNSELLING THERAPIST:

- Psychological Counselling
- CBT: Cognitive Behavioural Therapy
- Christian Counselling
- Telephonic & Online Counselling & Therapy
- Psychological- and Needs Assessment of Client

Course in Digital Product Creating:

- - Creating Digital Products
- - Marketing Digital Products
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SpesAero:

- Preparation of Account Statements:
- Accounting Assistance
- Business Financial Data Handling via Excel
- Spreadsheets for monthly & annual total amounts
- Personal Financial Excel Spreadsheets
- General Admin tasks
- Research
- Google Translate

(Hester Susanna) Esti Venter

Hardworking, dedicated, highly motivated, thorough, responsible and reliable person with a track record of very good working relations with past colleagues and people, as well as good people skills.

S.A. ID - 8606160184087

References:

Alet Mattheus - Counselling Internship: (083) 452-0255
Sandra Serfontein - SEESA (Pty) Ltd: +27 (72) 560-3610
Madelein Grobler - SEESA (Pty) Ltd: +27 (72) 566-5551
Renier van Rooyen - SpesAero: (082) 671-6661

EXPERIENCE

February 2011 - February 2016

Data Capturer & Administration Official SEESA (Pty) LTD, Pretoria, South Africa

- Scanned documentation and entered into database to maintain accurate records.
- Practiced data integrity to adhere to security policies and guidelines.
- Examined data to detect and rectify deficiencies or errors.
- Regularly generated and printed reports to monitor activity and changes.
- Transferred data from paper formats into database systems to keep digital formats.
- Researched and requested further information to complete missing documents.
- Gathered and reviewed information to gauge accuracy and clarity.
- Reviewed customer orders and followed specifications relating to data entry.
- Organised and updated document management systems to improve audit and reference processes.

January 2024 Enrolled - Currently Studying

- **Admin- & Digital Creation Assistant Self-Employed, Pretoria, South Africa**
- Completed digital product creation- and admin tasks to agreed standards and specifications.
- Supported staff with clerical tasks for well-maintained office administration.
- Found and retrieved requested information by searching files, databases and storage media for authorised individuals.
- Assessed and modified office procedures to improve organisation and accuracy.

- Claims of Business Outcome
- Scheduling for the planning of engineer works

SEESA (Pty) Ltd:

- Cliental data modifications
- Client cancellations
- Debit order and premium modifications
- Newclient applications,
- Client bank account rejections,
- Client bank account detail corrections
- Data capturing of new client applications

ACCOMPLISHMENTS

Work:

Christian Counselling Therapist:
Psychological Counselling &
Counselling Therapy:

- Conducted Successful Psychological Counselling Sessions
- Conducted Successful Counselling Therapy Sessions

SpesAero:

- Very good & very satisfactory continuous work task completion throughout the years of working here.

SEESA Pty Ltd:

- Applied for a new job post with different work responsibilities within the same administrative office at SEESA and it got approved based on previous work done, which lead to a salary increase and therefore a promotion.

Extracurricular Activities:

School:

- Member of Elite School Singing Group in High School - the Salix Singers
- Member of Elite School Dance Group for 2 School Musicals in Grade 10 & Matric
- Pretoria Eisteddfod A+ Symble in Modern Dancing in Matric.

- Observed set rules and regulations in completing duties, resulting in high-quality and standardised work.
- Listened to oral instructions or correspondence and transcribed information, formatting documents to suit purposes.

January 2023 - I currently work here

HPCSA Registered Counselling Therapist Self-Employed, Pretoria , South Africa

- Used quick decision-making skills to provide smart, on-the-spot answers to client concerns.
- Conducted counselling using a wide range of methods, including face-to-face, phone, live chat and Zoom.
- Conducted client consultations before counselling to determine issues requiring assistance and make treatment plans based on these.
- Encouraged clients to become open and talk about their feelings using motivation, empathy and support.
- Recorded client progress and evaluated patients during conversations and interviews to determine best course of assessment and therapy.
- Taught coping mechanisms related to stressful and traumatic events clients encountered.
- Assessed risks and needs of each person, tailoring approach to match individual.
- Performed all duties in line with relevant compliance, legal requirements and internal safeguarding policies.
- Provided short and mid-term therapy to help with mental health issues and distress..
- Kept detailed records up to date, maintaining strict confidentiality to safeguard clients.
- Created safe space for users with strong emphasis on warmth and safeguarding.

November 2016 - I currently work here

Personal Assistant to the Director SpesAero, Pretoria, South Africa

- Organised personal and professional calendars, including reminders and updates for upcoming meetings and events.
- Performed background research for special projects.
- Generated reports using Microsoft Excel spreadsheets..
- Established strong professional relationships with personnel at multiple levels whilst remaining flexible to take initiative and meet tight deadlines.
- Performed general bookkeeping, chasing invoices internally and externally to verify purchases and credit card usage.
- Acted as second set of eyes and ears to pre-empt employer needs and requirements.
- Gathered and compiled relevant information and materials to facilitate adequate briefing to employers prior to meetings.

EDUCATION

January 2024 - May 2024 (Currently Enrolled: Temporarily Paused)

Certificate in Play and Art Therapy. • Play and Art Therapy Course
Udemy, Udemy Online Courses, South Africa

March 2024 - Currently Enrolled

Certificate in Digital Product Creation & Digital Marketing. • Course in Creating & Selling Digital Products Online

University:

Member of Serenade Singing Group of
House Nerina (University of Pretoria
Residence)

Udemy, Udemy Online Courses, South Africa

January 2010 - June 2010

**Qualified HPCSA Registered Counsellor. • Completed HPCSA
Board Exam for Registered Counsellors** - Private Practice Qualified &
Practice Number Registered.

HPCSA, Health Professions Counsel of SA, South Africa

January 2008 - November 2008

B.Soc.Sci (Hons): Psych • Psychology

University of Pretoria, Pretoria, South Africa

January 2005 - November 2027

B.Soc.Sci: Psych. • Psychology

University of Pretoria, Pretoria, South Africa

January 2000 - November 2004

**Senior Certificate - Matric Certification. • English HG, Afrikaans HG,
Mathematics HG, Biology HG, Accounting HG & Business
Economics HG**

Die Wilgers High School, Pretoria, South Africa