

Sheila Natingue

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Summary

Resourceful Executive Administrator known for high productivity and efficient task completion. Specialize in strategic planning, operational support, and workflow optimization. Excel in communication, time management, and problem-solving to enhance office efficiency and support executive-level management effectively. Consistent business professional with strong history of managing daily business operations and facilitating continuous improvement initiatives to foster growth. Superior work ethic and several years of experience in environments. Established success improving efficiency, driving cost controls and increasing revenues. Diligent business professional with background as business administrator brings several years of industry success. Well-versed in developing and implementing business plans to achieve corporate objectives. Builder of teams to positively impact efficiency and effectiveness. Highly organized and efficient executive assistant with experience in both public and private sector administrative support. Skilled in managing complex schedules, coordinating executive meetings, and improving office workflows to enhance productivity. Successful in implementing new filing and organizational systems that increase efficiency in document management. Known for maintaining discretion with confidential information and effectively supporting senior executives by reducing their administrative burden. Dependable Executive Administrator with demonstrated to handle issues with poise. Offering many years of expertise in various roles for organizations. Enthusiastic personality considered a skilled leader.

Skills

- Information confidentiality
- Staff management
- Human resources
- Information security
- External communications
- Employee relations
- Organizational leadership
- Internal communications
- Meeting coordination
- Document control
- Expense reporting
- Travel arrangements
- Executive support
- Effective communication
- Calendar management

Experience

- 01/2014 - 01/2025
- Executive Administrator, **Art Work Holdings**, Johannesburg, Gauteng
- Planned, coordinated and controlled daily operations of sales, financial management and human resources.
 - Provided strategic direction on prioritization, integration and resource application.
 - Ensured that all incoming calls were answered promptly in a professional manner.
 - Developed relationships with vendors to secure cost-effective pricing on supplies.
 - Organized meetings for senior management team, including scheduling conference rooms, preparing agendas, taking minutes, and distributing notes.
 - Researched potential business opportunities or partnerships.
 - Prepared invoices and drafted memos for executives.

- Coordinated special projects as requested by executive staff members.
- Ordered catering or restaurant delivery to offer food and beverages to meeting and conference attendees.
- Supervised executive and management calendars while allocating tasks to administrative support team for smooth operational flow.
- Scheduled appointments and managed calendars for executive staff members.
- Assisted with the preparation of presentations for internal and external meetings.
- Represented company at industry meetings, conferences and trade shows.
- Developed and maintained office procedures, policies, and standards.
- Wrote and distributed executive meeting agendas and minutes to department heads and executive team members.
- Reviewed administrative processes to ensure compliance with organizational regulations and procedures.

01/2014 - 01/2025

Customer Service Officer, **Art Work Holdings**, Johannesburg, Gauteng

- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Updated system with order specifics and customer details, preferences, and billing information.
- Answered customer inquiries via telephone, email and face-to-face contact.
- Performed follow-up calls to ensure customer satisfaction with product and service delivery.
- Assisted customers with price checks, lifting heavy items and addressing other inquiries.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Prepared and evaluated CRM reports to identify problems and areas for improvement.
- Handled fast-paced customer inquiries each day to consistently meet productivity and performance targets.
- Educated customers on special pricing opportunities and company offerings.
- Answered phone with positive attitude and asked questions to better understand customer needs.
- Communicated information to customers about product quality, value and style.
- Answered incoming calls and emails, providing frontline customer support or assistance with product and service transactions.
- Provided general administrative support including filing documents, scheduling appointments.
- Mentored junior team members and managed employee relationships.
- Used approved scripts to de-escalate angry customers during telephone interactions.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Followed up on emailed or web-submitted customer inquiries within standard response times.

08/2020 - 03/2022

Entrepreneur, **Plus Life Healthy Food**, Maputo, Maputo

- Operated grills and steamers to prepare vegetables, potatoes, rice and meats.
- Trained new employees on proper techniques of preparing meals safely.
- Modified standard recipes to address customer requests for substitutions or allergen concerns.

- Dressed, seasoned and garnished appetizers and salads to prepare for food service.
- Oversaw inventory and ordered ingredients to restock freezers, fridges and pantry.
- Reviewed completed work to verify consistency, quality, and conformance.
- Managed vendor relationships by negotiating contracts and ensuring timely delivery of goods and services.
- Oversaw daily operations, maintaining efficiency and quality standards.

Education and Training

Bachelor of Arts, Information Science
UNISA, Pretoria

12/2010
High School Diploma
St Francis College, Benoni, Johannesburg

Languages

English: First Language

Afrikaans:	A2	zulu:	C2
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Elementary (A2)		Proficient (C2)	
tsonga:	C1	Portuguese:	B2
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Advanced (C1)		Upper Intermediate (B2)	

References

References available upon request.