


# MESHAAN NAIDOO



 Port Elizabeth, South Africa

## Contact me:



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## Skills Summary.

- Analytical
- Articulate / eloquent communicator
- Client service oriented
- Efficient and practicle
- Problem solving
- Dedicated and responsible
- Team player
- Can do attitude
- Adaptabilty
- Confidentiality
- Organised
- Attention to detail
- Systematic approaches
- Stakeholder management
- Multitasking
- High standard work ethic
- Intermediate Microsoft Office knowledge

## Education.



Bachelor of Commerce Honours in Management  
Varsity College | Current



Bachelor of Commerce Degree in Management  
Varsity College | 2018 - 2020

## Personal Profile.

I am passionate about growing in the field of business management and administration. I approach every opportunity with dedication, diligence and attention to detail. I am a person that is open to learning more to better my skills and knowledge as an individual.

## Work Experience.

**Lakshmi Brokers Trust | Mar 2020 - Present**

### Assistant Operations Manager & Administrator

Working together with senior management to develop a productive working environment and providing quality support ensuring the company's operations run smoothly. Responsibilities include:

- Receiving and conducting customer calls and taking messages as needed.
- Interacting and ensuring clients' information are added to the organisation's records.
- Responsible for maintaining and monitoring client-specific procedures and processes, as well as implementing, guiding, and training employees.
- Creating and maintaining documents, as well as verifying produced content for accuracy before passing it on to the directing manager.
- Managing emails and verifying that all client-related communications are forwarded to relevant supervisors and acted upon as needed.
- Acting as the client's primary point of contact to preserve ties and whenever feasible, give support on a regular basis.
- Managing financial administration, processing costs and assisting payroll.
- Responsible for overseeing agendas and tasks in order to adhere to deadlines (WIP). In charge of overseeing the development and upkeep of cloud data files holding records and client information.

**Lakshmi Brokers Trust | Jan 2016 - Nov 2019**

### Administrative Assistant

Provided support to the managing trustee and employees by handling a variety of tasks to ensure that all interactions between the organisation and others are positive and productive. Taking responsibility for many clerical tasks to ensure the staff can communicate and work efficiently. Responsibilities include:

- Responsible for file creation and client file sourcing, as well as general filing and record keeping supervision.
- Ensured that all files' compliance processes are up to date.
- Assisted managers with presentation preparation and meeting scheduling. Keeping diaries up to date.
- Created and maintained excel spreadsheets.

## Certificates.



Level 5 TEFL Certificate  
The TEFL Academy | Current



Higher Certificate in Business Practices  
and Principles  
Varsity College | 2016 - 2017

## Work Experience Continued.

- Arranged photocopying, printing, courier services, and letter distribution to clients.
- Office supplies were monitored and replenished.
- Provided extensive information to personnel on behalf of the managing trustee.
- Organised team meetings.
- When needed, I worked as a receptionist's secretary. When necessary, I answered calls for other coworkers.
- Responsible for maintaining and updating customer data in cloud storage.

### PE Hydraulics & Pneumatics CC (Vacation) | Nov 2020 - Feb 2021

#### Assistant Manager

As a courteous, hardworking, and timely employee, I helped management bring more structure to day-to-day operations by identifying weak points in the organisation's operations.

- Assisted in creating possible solutions for customers that met their needs.
- Took accountability and responsibility for stocktake.
- Mitigated risks of theft and loss of stock by implementing staff security and stock checks.
- Helped set, enforced and explained HR policies to workforce employees.

### Postnet (Weekends) | Feb 2017 - Nov 2019

#### Assistant Store Manager & Sales

As an Assistant Store Manager, I was a hardworking and dynamic team player who performed well in a challenging, fast-paced setting where interpersonal and communication skills were essential.

- Sending and receiving customer parcels.
- Notifying and updating customers on the status of their parcels and whereabouts.
- Welcoming and engaging with customers as they enter the store.
- Working with cash registers and processing payments.
- Proactively restocked shelves when the stock was low.

**I require visa sponsorship for a job in the UK. I am open to working in any location.**

## Referees.

Available on request.