



# CAITLIN GENGIAH CV

## PROFILE

Throughout my experience in customer service, retail sales, office administration and events planning, I have been recognized as a person who completes the job with professionalism, backed with superior multitasking skills and a high energy level in my environment.

I believe that I would be an asset to your team. I am available immediately to discuss this position and my qualifications with you further.

**TEFL Certificate No: 90481737**

## CONTACT

PHONE:  
(+27) 785436193

EMAIL:  
cgengiah@gmail.com

## EDUCATION

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**Management College of Southern Africa**  
**Certificate in Business Management - 2014 – 2016**

Subjects:

Accounting and Finance  
End User  
Business Law  
Business Mathematics  
Marketing  
Management Principles  
Project Management  
Business Communication

**Richfield Graduate Institute of Technology**  
**Diploma in Information Technology - 2015 – 2016**

Subjects:

Information Systems  
Database System  
Programming  
Development Software  
Networks  
Web Technology  
Project Management  
Project 2016

## WORK EXPERIENCE

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**Sibaya Connect [ Sales Manager]**

- I manage sales and internet installation schedules for Sibaya Connect Network.
- I log fibre fault queries and physically assist in the server room or on site.
- Assist with website changes using WordPress software.
- Assisting client's telephonically with internet solutions and troubleshooting.
- I Install the ONT devices and set up.
- Fibre patching in the server rooms.
- Diagnosing fibre breaks/ faults.
- Manage incoming and outgoing stock.
- Effective communication between each ISP and technicians.

## WORK EXPERIENCE

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### **Gigazone [ IT Support Manager]**

01 March 2020 – March 2022

- Manage Internet support/queries
- Assist with website changes using WordPress software
- Assisting client's telephonically with internet solutions and troubleshooting
- Installation of Mikrotik routers
- Manage new inhouse ticket system
- Assist technician with troubleshooting and general support queries
- Microsoft operating systems (Reloading and troubleshooting)
- Assist clients with Adobe digital forms
- Manage ICT schedule for developed homes in the Sibaya Precinct.
- Manage incoming and outgoing stock.
- Set Up O365 and email accounts
- Process fibre/internet installations

### **Ecstatus Capital (Pty) Ltd [ Office Administrator]**

01 October 2018 – 31 October 2019

- Preparation of briefing material to support meetings, speeches and presentations to both internal and external audiences.
- Total control of the CEO's diary and scheduling appointments. Also ensure that the CEO is always in the correct place on time with the relevant documents.
- Oversee the booking of all travel arrangements and accommodation for guests and directors.
- Monitor progress and ensure all actions and paperwork are coordinated in preparation for meetings in line with deadlines.
- Bookkeeping of the finances for the South Africa and offshore entity, I also assisted with the offshore payments for the South African/ offshore entity.
- I managed directors FICA documentation and client's FICA documentation and assisted the offshore fund administrators with client's documentation.
- I assisted with website changes using WordPress software.
- I managed the South African entity inventory and office supplies.
- I maintained good customer service with clients via email and telephone.
- I also managed our office lease agreements with our landlord including maintenance and equipment.

### **The Scoin Shop (La Lucia Branch) [ Sales Consultant]**

01 May 2018 – 31 September 2018

- Meet high individual sales targets
- Proficient knowledge on products and the company
- Manage high volumes of cash in store
- Manage the store on my own
- Managing inventory and office supplies
- Keeping the store tidy and clean
- Assisted with instore digital marketing and store merchandising
- Maintain good customer service via face to face and telephonic sales and queries.
- Ensure all paperwork is coordinated and in line with deadlines.

**The Body Shop (Musgrave) [ Sales Consultant]**

01 May 2014 – 31 January 2018

- Meet high individual sales targets
- Proficient knowledge on products and the company
- Manage high volumes of cash in store
- Manage the store on my own
- Managing inventory and office supplies
- Keeping the store tidy and clean
- Assisted with instore digital marketing and store merchandising
- Maintain good customer service via face to face and telephonic sales and queries.
- Ensure all paperwork is coordinated and in line with deadlines.

**EMPLOYMENT REFERENCES**

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**Gigazone Pty**

Richard Seiler: 082 777 4140

**Ecstatus Capital Pty**

Richard Seiler: 082 777 4140

**The Scoin Shop (La Lucia)**

Sara Joubert (Regional Manager): 079 261 1403

**Body Shop (Musgrave)**

Jacqui Pillai (Manager): 062 337 8051

**COMMUNITY SERVICE REFERENCES**

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**Glow Tv Miss Uniworld SA**

Anusha Bisal (CEO): 082 466 0446

**Miss Earth SA**

Ella (CEO): 079 223 4933

# Management College of Southern Africa



This is to certify that

Caitlin Olivia Gengiah

was admitted this day at a congregation of the  
Management College of Southern Africa to the award of

**Higher Certificate in Business Management**

having satisfied the conditions prescribed for the award.



801169

S/N MAN006393

Registered with the Department of Higher Education and Training  
Republic of South Africa  
Reg No. 2000/HE07/003

*[Signature]*  
Principal

*[Signature]*  
Dean

08 October 2016

0966

Reg No: 2000/000752/07

Main Campus  
292 Anton Lembede Street  
Durban, 4001, South Africa  
Private Bag X23  
Umhlanga Rocks, 4320



**RICHFIELD**  
GRADUATE INSTITUTE OF TECHNOLOGY

*We Certify that*

**CAITLIN OLIVIA GENGIAH**  
(IDENTITY NO : 950316-0226-084)

*has complied with the requirements for the*

**DIPLOMA IN INFORMATION TECHNOLOGY**  
(SAQA ID: 58338: NQF 6: 240 CREDITS : 2 YEARS)

*during the* **2016** *academic year*

Richfield Graduate Institute of Technology (Pty) Ltd which was previously known as PC Training & BUSINESS CoLLEGE (Pty) Ltd is registered with the Department of Higher Education and Training as a Private Higher Education Institution under the Higher Education Act, 1997, Registration Certificate No.2000/HE07/008. In addition, its qualifications are accredited by the Council on Higher Education and registered on the National Qualifications Framework by the South African Qualifications Authority.

Student Reference: **HIT/ 01 / 02 / 97202 / 089**

Place of Issue: **DURBAN**

Campus: **Durban**  
**292 Anton Lembede Street**

Date of Issue: **14<sup>th</sup> Day of August 2017**



Dean of Faculty

Chief Academic Officer

Issued without alterations/erasures



# CERTIFICATE IN TEFL / TESOL

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Caitlin Gengiah

Passport/ID No: 9503160226084

TEFL Certificate No: 90481737

Awarded on the 26<sup>th</sup> February 2022

TEFL South Africa hereby awards this certificate for the  
successful completion of our 120-hour, Teaching English as a  
Foreign Language training course.



COURSE MANAGER  
NADINE VAN EEDEN

