aaminahg27@gmail.com

083 563 4896

Johannesburg, South Africa
2093

Skills

- Relationship Building
- Administration and Reporting
- Scheduling and Coordinating
- Project Planning, coordination, and management
- Lesson Planning
- Proficient in Creating and Maintaining Schedules
- Training Program Administration
- Patient and Encouraging
- Certified ESL Instructor
- Microsoft Office

Education and Training

03/2022
Qualifi Level 5 Certificate in Teaching English As A Foreign Language:
TEFL
The TEFL Academy
England

11/2011
High School Diploma:
St Barnabas College
Johannesburg, South Africa

Michelle Aminah Goolam

Summary

I am seeking a position within a stable environment where a proven record of success will be utilized and further developed, and I would like to be a part of that development. I am someone that can learn and master new concepts quickly and have a positive work ethic, and I am committed to achieving total success in my work. I would like an opportunity to not only utilize my current knowledge, skills, and experience, but also afford me an opportunity to gain more experience and be awarded for achievements and grow within the organization.

Experience

Standard Bank - Program Manager
Johannesburg, South Africa
05/2021 - Current

- Cultivated relationships with project stakeholders and funding sources to maximize program outreach.
- Maintained scheduling and optimal quality standards to keep audiences informed or entertained.
- Monitored and created reports showcasing program outcomes to communicate results with clients and stakeholders.
- Planned and conducted strategy meetings to brainstorm new ideas and deliver program and milestone updates.
- Uncovered issues to determine solutions and assist program participants.
- Tracked progress by employing program documentation, directives, funding information and other vital program materials.
- Expanded global footprint by building launch plans into international locations.
- Identified business issues, creating customized solutions for individual problems.

Standard Bank - Personal Assistant
Johannesburg, CBD
09/2015 - 04/2021

- Monthly salary: R16560
- Duties:
- Co-ordination and booking of appointments and meetings and video conferences
- Effective control of boardrooms and boardroom equipment
- Telephone call filtering and redirection where appropriate - Production of documents (presentations, minutes of pitstop meeting, letters)
- Administration and record keeping of claims/expenses and stationery orders

- Capturing and submitting telephone recoveries for the Head/Director and team
- Control of Gift Register
- Loading of Coupa orders with procurement
- Maintenance of records/filing
- Organizing travel bookings (Regional and in Africa), arranging of visa's and all travel claims
- Organize conferences and team off-sites
- Co-ordinate project-based work
- Other duties as assigned
- Supporting the Director and Head by driving the deliverables of the team
- Diary management for 1 Director and 2 Head
- Organizing Leadership in Touch sessions on behalf of the Head
- Query management - Follow up on internal service breakdowns that relate to the management team
- Late payments of claims - Proactively action any issues and concerns raised within span of control

Beyond Payments - Call Centre Agent
Johannesburg, South Africa
09/2014 - 01/2015

- Monthly salary: R12000
- Duties: - Servicing customers to the best of my ability
- Servicing merchants to the best of my ability
- Email Support

DRD Gold Ergo Mining - Health and Safety Administrator
Springs, South Africa
07/2012 - 05/2014

- 381
- Duties:
- Make appointments under supervision of the OHP
- Prepare all necessary paperwork prior to the appointment
- Submit a register to security to control access of employees
- Updating of all necessary systems
- File all necessary documentation
- Attending to general queries
- Statistics done on a weekly basis
- Minute taking
- Ordering of stock and stationary as required
- Invoicing
- Reason for leaving: Career Growth

Languages

English
Afrikaans