

Cell no: +27 084 637 1091 (South Africa)  
I currently reside in Saudi Arabia and can only  
receive WhatsApp Messages or Calls



# Melanie Kotze

**Nationality** South African

**Date of birth** 11 August 1975

**I.D. Number** 750811 0024 085

**Marital Status** Married

**Home Language** English

**Email:** MLNKOTZE@GMAIL.COM

**Hobbies:** Crafts, Photography,  
Movies, Music, Puzzles.

**Experience** **August 2023** – Completed Level 5 Qualification in Teaching English as a Foreign Language with the TEFL Academy.

November 2019 – January 2021  
Cash Converters Comaro Crossing  
**Director**

Oakdene

- ✓ Manage and oversee the day-to-day operations of the store.
- ✓ Oversee x8 staff members:
- ✓ Buy shop - buy secondhand stock from the public and do Cash Advances,
- ✓ Retail - sell secondhand stock to the public,
- ✓ Processing – clean and prep stock for sale,
- ✓ PFC – do short term loans and pay-day-advance loans,
- ✓ Training - ensure all staff keep up to date with their online training and courses,
- ✓ Stock-take – ensure all staff take responsibility for their areas and stock.
- ✓ Cash floats – issued every morning and cash-up and balance all sales and buy-shop buys at the end of each day.

*The business closed due to Covid financial strains.*

2007 – October 2019  
Tiso Blackstar Group

Rosebank

**Promoted to – National Admin and Operations Manager**

**Monitor and Manage Coordinators:**

- ✓ Oversee x22 advertising coordinators that work across Tiso Blackstar Newspaper Titles (Sunday Times, The Times, Sowetan and Sunday World) and x6 validation and ads on page coordinators
- ✓ Ensure all coordinators assist all business units efficiently, timeously and follow the same work processes.
- ✓ Ensure training is provided for each staff member and coordinate cross-training to encourage further development on multiple portfolios and publications.
- ✓ Motivate and support coordinators in all aspects of their jobs, with client queries, personal counselling, etc.
- ✓ Compile KPI's (key performance indicators) and sit with each coordinator quarterly and assess their performance during each quarter.

**General Admin:**

- ✓ Report directly to General Manager of Sales and Marketing, monitor sales budgets, incoming revenue, special positions, discounts, etc. for each newspaper publication.
- ✓ Attending relevant sales or budget meetings, take minutes and share with relevant managers / team members.
- ✓ Ensure the credit note spreadsheet is kept up to date with all credits received and processed within each month and who is accountable.
- ✓ All contracts and negotiations made with the sales teams and clients to be kept confidential and up to date. Keep track of all contractual discounts and renewal dates so they don't lapse.
- ✓ File all repro query reports received from production for any printing queries submitted and keep

- track of any compensation offered and accountability.
- ✓ Order and keep track of all stationery requirements, monitor newsprint printers and the volume of ink cartridges ordered.
- ✓ Control, file and update staff files for x4 sectors (60 staff) eg: all correspondence between management and a particular staff member is kept on file, warning letters, credit notes, Key Performance Indicator (KPI) & KPI scores, training, email correspondence, contracts, etc.
- ✓ Work closely with x10 National Manager's in controlling attendance registers for each department within the sales division and monitor staff leave requests, ensuring all staff apply for any leave online; doctors notes and any other relevant information to be captured and uploaded digitally.
- ✓ Ensure the staff list for Johannesburg, Durban and Cape Town is kept updated of all staff that join or leave the sales team.

#### **Financial Services:**

- ✓ Ensure a smooth workflow between Financial Services and coordinators, i.e. Payments to be submitted and paid on time, 30 day accounts to be opened prior to publication, adverts are booked correctly for billing, budgeting and reporting reasons, all FCA's (Final Charge Accounts) are corrected and submitted on time.
- ✓ Facilitate all credit notes and refund requests to ensure correct and relevant documentation is attached for signatures.

#### **Human Resources:**

- ✓ Assist with ensuring all leave requests are applied for online and approved, with relevant documentation uploaded.
- ✓ Assist HR in short listing candidates for coordinating positions that may arise and conduct interviews.

#### **Design Studio:**

- ✓ Monitor workflow between design studio and Times Media Sales with regards to all adverts being sent and received daily.
- ✓ Meet with the studio on a regular basis to ensure a smooth workflow between departments.

2004 – 2007

Times Media Limited (AKA Johnnic Publishing, Johncom Media)

Rosebank

#### **Promoted to Internal Sales Coordinator**

- ✓ Selling advertising space to Direct Clients and Agencies for the Sunday Times, Auctions, Tenders, Classifieds, Appointments; The Times, The Extra newspapers & OPI's;
- ✓ Meet weekly and daily deadlines i.e. bookings, payments, material; Meet monthly targets; client liaison, telephonically, by fax and via e-mail, Build and maintain client relationships internally & externally.
- ✓ Ensure all payments are received before ads are placed; Ensure all CI's or order numbers are received for adverts to be placed by agencies or Government advertisers; Ensure all material is correct for printing; Ensure studio sets the client's adverts correctly and ensure all clients sign off their advert before going to print.

2000 – 2004

Times Media Limited

Rosebank

#### **Advertising Coordinator – Sunday Times**

- ✓ Selling advertising space to Direct Clients for the Sunday Times Main Body section, the Business Times section and the Classifieds; Meet weekly and daily deadlines i.e. bookings, payments, material, etc; Meet monthly targets; Client liaison, telephonically, by fax and via e-mail; Build and maintain client relationships internally & externally; Assist with Auction advertising, Tender advertising & Appointment advertising; Ensure all payments received before ads are placed; Ensure all order numbers are received for adverts to be placed by Government advertisers; Ensure all material is correct for printing; Ensure studio sets the client's adverts correctly and ensure all clients sign off their advert before going to print

## Experience (contd)

1996 – 2000

National Brands Limited (FMCG)

Wadeville

- ✓ Releasing of daily loads; Extraction of sales order for distribution; Customer queries; Client liaison; Stock take data capturing; Compiling monthly reports; Matching and batching of account invoices; Issue cheques for casual weekly wages; Capturing of purchase orders; Credit control duties; Receive C.O.D. money on a daily basis; Control and reconciliation of C.O.D. payments; Debtors control; Relieve secretary with general admin work; Reconciliation of Pallet usage.

1993 – 1996

Times Media Limited (Temporary Work)

Johannesburg

- ✓ General admin work; Screening calls and taking messages; General office duties, i.e. filing, faxing, photocopying, distribution of correspondence, etc.; Typing of letters, memos, monthly reports, etc.; Typed surveys; Ordering of departments stationery requirements;; Data capturing; General office duties, filing, faxing, etc; Typing of classified advertisements; Client liaison; Order taking for Financial Mail diaries; Updating customer data base; Conference organizing.

## Courses Attended

Secretarial; MS office; Interpersonal and motivation course; Negotiating skills; T O U C H – Learning resources; Pagination workshop; Performance management; Discipline and dismissals under the LRA of 1995; The music of selling – by Peter S. Finkelstein; PowerPoint 2007 – level 1; Diversity management workshop; Conflict management workshop.

**Twasa Training:** NQF Level 4 – Generic management (i-Learn) March 2018.

### Udemy Courses Completed Online – Dr Karen E Wells:

Fully Accredited Professional Counselling Diploma Course (July 2021); Professional Counselling Grief & Bereavement Diploma Course (Aug 2021); Fully Accredited Professional Addiction Counselling Diploma (Aug 2021); Fully Accredited Diploma Course in Relationship Counselling (Aug 2021)

Psychological First Aid (Johns Hopkins University – Aug 2021).

### Udemy Courses Completed Online – Elmira Strange MPhil (Psy):

Counselling Children and Adolescents Certificate (May 2022); Depression Counselling Diploma: Advanced Level (Jul 2022); Narcissistic Behaviour & Relationships: Psychology (Jul 2022); Stress & Anxiety Management: Psychology – Accredited Certificate (Aug 2023)

### **Level 5 Qualification in Teaching English as a Foreign Language - 168 Hour TEFL Certificate – The TEFL Academy, UK.**

- March 2023 – August 2023
- Created lessons for a variety of levels from pre-intermediate to advanced
- Teaching speaking, listening, reading, and writing
- Material & resource creation, utilizing the internet.
- English grammar and how to teach the essential language.
- Needs analysis and teaching in different situations.
- Classroom management and teaching techniques



## Computer Knowledge

MS Office; MFG Pro (unix); Quattro Pro; Ad-taker; Media-stats reports; DAM (Digital ads management system) – internal material upload system; T@rk – internal library system (for newspaper pages, editorial, etc.); Educos – internal human resources system (for monitoring leave reports, etc)

## References

### **Times Media Group**

Reardon Sanderson – GM Sales & Marketing: **Cell: +27 083 324 6552**

Jyoti Govind – National Sales Manager: **Cell: +27 083 641 6010**

Anna-Marie Mahri – Private & International Sales Manager: **Cell: +27 082 690 7569**

Bernice Engelbrecht – GM Financial Services: **Cell: +27 082 804 0344**



## Certificate of Attendance

This is to certify that

**Melanie Kotze**

ID No. 7508110024085

attended

**Fin for Non-Fin Managers | NQF Level 04 | 117156**

From: 13 March 2018 and 20 March 2018

Certificate Number: A 2019 175 1965 1859

Training Manager:

A handwritten signature in black ink, appearing to read "Myke", is written over a horizontal line.

Issue Date: 15 February 2019



Transport Education Training Authority  
Heart of Skills Innovation

Accreditation Number: TETA12-269

