

# CHRISTOPHER VAN.NIEKERK

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📍 5 Rietbok Court; Lindeque Drive; Bellavista; 2091

## SUMMARY

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I am enthusiastic and professional with strong technical skills and the ability to learn concepts quickly. I am hard working, looking to apply my education and experience to the job I am appointed for. Experienced administrative assistant with training in a wide range of office administration tasks. Able to work under pressure and collaborate with a team. Successful record of fielding phone calls, providing information to clients and acting as liaison between departments. Responsibilities include preparation, compilation, sorting and capturing of data, scheduling meetings, handling customer questions and complaints, written and verbal communication, receive and answer phone calls, taking notes, and supporting management and the team as needed.

## EDUCATION

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2005

Hoërskool Die Fakkel  
Matric (Grade 12)

## EXPERIENCE

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June  
2006 -  
November  
2006

### Telesales Agent

ADT SECURITY SERVICES

Conducted a high volume of sales calls daily, consistently surpassing the company's outbound call targets.

Engaged prospective customers via telephone or email to present tailored product and service offerings.

Reviewed product manuals and participated in training sessions to remain informed on product updates and changes.

December  
2006 -  
June  
2007

### Record Filing Clerk

STANDARD BANK

Sorted and stored physical and digital files for ease of use.

Maintained accurate records of incoming and outgoing documents for efficient tracking and retrieval.

Responded to requests for information and documents from staff and external parties in a timely manner.

**August  
2007 -  
July 2008**

**Customer Service Representative**

FIRST NATIONAL BANK

Managed inbound customer service calls, efficiently resolving queries and complaints to uphold satisfaction levels.

Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.

Resolved product-related queries by providing accurate information and support during customer interactions.

**August  
2008 -  
January  
2009**

**Record Filing Clerk**

BRAVO SLEEP PRODUCTS

Established a secure, organised storage system for sensitive and confidential information, ensuring compliance with data protection regulations.

Recorded incoming and outgoing documents accurately, enhancing tracking and retrieval processes.

Facilitated timely responses to requests for information and documents from staff and external parties, supporting operational needs.

**January  
2009 -  
December  
2011**

**Data Capturer - Document Management**

ABSA DEBT COUNSELING

Managed workload efficiently, prioritising tasks to meet critical deadlines consistently.

Transferred data from paper formats into database systems to keep digital formats.

Organised files, faxed reports and scanned documents into document management system.

**January  
2012 -  
December  
2012**

**Collections Agent**

ABSA DEBT COUNSELING

Achieved debt collection targets in line with agreed deadlines.

Collected data on ageing and past due accounts, coordinating payment arrangements that facilitated timely remittance.

Confirmed payment arrangements and finalised customer payment dates, ensuring accurate contact information for follow-up.

Assisted new and existing customers with various debt collection and payment queries, providing tailored solutions.

Delivered excellent customer service, addressing queries and providing guidance on debt management solutions.

January  
2013 -  
June  
2015

**Data Capturer - Restructures Department**

ABSA DEBT COUNSELING

Verify consent and court orders to access whether it is in line with clients outstanding obligations.

Restructure accounts according to consent or court order received by the court magistrate.

Provide responses on any escalations relating to the restructuring department.

Entered data into spreadsheets for accuracy and organisation.

Updated daily registers and statistics to ensure accurate record keeping.

Performed photocopying, scanning, and filing of documents to maintain organised records.

July 2015  
- July  
2016

**Data Capturer - Proposals Department**

ABSA DEBT COUNSELING

Captured and entered data with high accuracy, meeting strict deadlines for multiple projects.

Created and maintained Excel spreadsheets to organise and streamline data management.

Corrected data errors, preventing duplication across systems, and ensuring data integrity.

Maintained confidentiality of sensitive information, adhering to data protection regulations.

Transferred data from paper formats into database systems to keep digital formats.

Organised files, faxed reports and scanned documents into document management system.

Compiled and documented statistical information for weekly reports, enhancing data visibility for decision-making.

Assisted with answering phone calls and emails and delivering mail to support administrative staff.

**August  
2016 -  
March  
2020**

**Office Administration - Queries Department**

ABSA DEBT COUNSELING

Maximised customer engagement and satisfaction by delivering excellent customer service.

Resolved customer queries and problems using effective communication and providing step-by-step solutions.

Managed complaints with calm, clear communication and problem-solving.

Achieved service time and quality targets.

Identified issues, analysed information and provided solutions to problems.

Built and maintained courteous and effective working relationships.

Collaborated with team members to achieve target results.

Picked up additional tasks to aid team success.

Demonstrated consistent hard work and dedication to achieve results and improve operations.

**April 2020  
-  
November  
2021**

**Office Administration - Follow-Up Department**

ABSA DEBT COUNSELING

Identified issues, analysed information and provided solutions to problems.

Built and maintained courteous and effective working relationships.

Actively listened to customers to fully understand requests and address concerns.

Processing payments.

Handling customer questions and complaints.

Liaise with other departments or external agencies.

Received and placed telephone calls to facilitate communication with clients.

Managed and updated customer databases to ensure accurate records.

Type basic letters and other correspondence when required.

Deal with incoming and outgoing mail.

Collected customer feedback for analysis and reporting.

Data input, spreadsheet

September  
2024 -  
December  
2025

**General Worker**

Mr Sauce : Dasy Group of Companies

Machine Operator Assistant.

Performed routine maintenance tasks across the site, including cleaning minor repairs.

Packaging (assisted when required).

Wore PPE throughout all jobs as instructed in company manuals, keeping in line with safety regulations.

**SKILLS**

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Strong administrative skills, excellent typing skills, decision-making in own work and the work of others, planning in own work and the work of others, immaculate timekeeping, proficient in the use of Microsoft, and willing to learn new software, able to deliver quality work, and reach and exceed set targets

**REFERENCE**

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**Johnny Maitland - Absa Bank**

Manager

078 253 6791

**Jared Moorgas - Absa Bank**

Manager

084 706 9938

**Ernest Diko - Mr Sauce**

Supervisor

071 554 1921