
CINDY LEONARD

Professional Summary

Experienced administrative professional with a strong track record in streamlining operations and improving efficiency. Adept at customer service and records management, with proven success in enhancing document control processes. Recognized for a diligent work ethic, keen attention to detail, and the ability to foster seamless interdepartmental collaboration. Highly organized and dependable, with a talent for juggling multiple priorities while maintaining a positive and solutions-oriented approach. Proactively takes on additional responsibilities to support team success. I am seeking a full-time role that offers professional growth and leverages strong interpersonal, time management, and problem-solving skills.

Key Skills

Proficient in customer service, ensuring positive client interactions
Strong attention to detail, maintaining accuracy in all tasks
Experienced in recordkeeping and efficient file management
Skilled in office administration and organizational support
Excellent communication skills with professional telephone etiquette
Adaptable to fast-paced, team-orientated environments
Capable of working both independently and collaboratively
Highly motivated with a strong work ethic
Quick learner with the ability to grasp new concepts swiftly

Professional Education

Udemy, Online Academy
December 2020
11-Month Online Digital Marketing

International School of Ministry
December 2015
2-Year Course in Christian Ministry

Choice 1 Computer College
December 1998
Microsoft Computer Packages & Introduction to Computer Programming

Proteus Senior Secondary School
1997
High School Certificate

General Education

Anchorfin – Certificate: Accreditation as an Anchor Loan Retailer
Reflex Fire & Safety – Certificate: Induction Health & Safety for Employees
Reflex Fire & Safety – Certificate: HIV Aids in the workplace
Harcourts Academy – Certificate: Technology Advantage
Harcourts Academy – Certificate: Sales Workshop presented by Lee Perry
Harcourts Academy – Certificate: Administration Seminar
STBB Attorneys – Certificate: Professional Development

SA Championships of Performing Arts – Certificate: WC Province Finals (Dance)
SA Championships of Performing Arts – Certificate: National Finalist (Dance)
Federation for International Street Dance & Hip Hop Education – Certificate: Street Dance Day Camp

Work History

Leapfrog Property Group – Durbanville Administrative Assistant (Rentals & Sales)

4 February 2025 – 12 September 2025 (or sooner)

Reason for leaving – Company undergoing strategic downscaling due to external economic factors

- Managed property listings across various platforms, ensuring accurate and appealing presentations.
- Created and scheduled engaging social media posts to enhance visibility and attract prospective clients.
- Acted as a liaison between landlords and tenants, facilitating effective communication and issue resolution.
- Oversaw office administration, ensuring smooth daily operations and organizational efficiency.
- Handled FICA administration, maintaining compliance with regulatory requirements.
- Managed stock ordering for the office, ensuring necessary supplies were consistently available.
- Coordinated with municipal offices to manage accounts and resolve queries efficiently.
- Captured rental maintenance issues, arranged contractor site visits, and processed quotes for problem resolution.
- Screened rental applications, conducting thorough checks to ensure suitability and compliance.
- Administered Politically Exposed Persons (PEPs) & Sanctions checks on clients, ensuring due diligence.
- Prepared rental and sales files, organized documentation for seamless transactions.
- Maintained documents on the office drive/server, ensuring accessibility for all team members.

Gee Property Administrators – Remote Office Administrative Assistant (Rentals & Sales) **1 November 2024 – 3 January 2025**

Reason for Leaving – Temporary assignment

- Managed daily inquiries from landlords and tenants, providing prompt and professional support.
- Responded to rental and sales inquiries related to property advertisements, ensuring accurate information and effective communication.
- Processed tenant invoices, maintaining financial accuracy, and timely billing.
- Uploaded lease agreements and FICA documents, ensuring compliance with regulatory requirements.
- Oversaw FICA compliance, verifying documentation, and maintaining adherence to legal standards.
- Drafted lease, facilitating smooth property transactions.
- Conducted comparative market analysis (CMA) reports to assess property values and market trends.
- Performed client searches and identified new properties for rental and sales advertising.
- Conducted risk assessments on potential clients to support secure leasing decisions.
- Evaluated rental applications, performing credit checks, previous rental history verification, and employment screenings.
- Managed property listings across social media and relevant real estate platforms to maximize exposure.
- Maintained accurate and up-to-date listings, ensuring visibility and engagement.
- Coordinated ingoing and outgoing property inspections, documenting conditions effectively.
- Arranged and conducted property viewings for potential clients, delivering excellent customer service.

FPS Properties – Brackenfell / Eersterivier Administrator (Rentals & Sales)

1 November 2017 – 31 July 2024

Reason for Leaving – Retrenchment

- Managed confidential information in strict compliance with company policies and legal regulations.
- Oversaw personnel records and maintained up-to-date internal databases to support efficient document management.

- Streamlined workflows to enhance office productivity and ensure smooth daily operations.
- Managed office inventory, balancing adequate supplies with cost-effective purchasing strategies.
- Provided exceptional customer service to internal and external stakeholders, promptly addressing inquiries and resolving concerns.
- Designed and implemented a structured filing system, improving document retrieval efficiency and reducing errors.
- Maintained accurate documentation of company policies and procedures for employee reference.
- Strengthened interdepartmental communication, fostering organizational cohesion and alignment with company objectives.
- Led various human resources functions, including recruitment, onboarding, and employee support.
- Organized company events and meetings, promoting teamwork and boosting employee morale.
- Established and maintained a centralized information hub, streamlining internal communication.
- Built professional networks to stay updated on industry best practices and trends.
- Processed and analyzed operational data, generating reports with actionable insights for continuous improvement.
- Enhanced customer experience by swiftly addressing concerns and using feedback to refine services.
- Developed and nurtured vendor relationships, ensuring cost-effective service delivery and timely supply of materials.
- Compiled reports for forecasting and strategic decision-making.
- Managed leasing documentation, including renewals, modifications, and tenant communications.
- Worked alongside cross-functional teams to ensure smooth leasing operations and prompt resolution of tenant issues.
- Administered rental applications, lease records, and oversaw rent collection and renewals.
- Collaborated with legal teams and investors on eviction processes.
- Coordinated property access registrations and facilitated landlord-tenant reconciliations for efficient property management.
- Provided administrative support, including scheduling, document management, and communication coordination.
- Prepared and distributed invoices and reports.
- Led procurement processes, soliciting purchase offers while ensuring compliance with regulations, and coordinating with bond originators.
- Facilitated communication with bond attorneys and conveyancers to ensure accurate execution of agreements.
- Oversaw property inspections to ensure regulatory compliance and timely issuance of certificates.
- Managed commission invoicing and ensured efficient processing of all documents and agreements.
- Arranged invoicing to bond originators for company portions in bond applications.
- Maintained property listings across multiple online platforms and social media for effective marketing.
- Designed marketing materials, including brochures, to support sales and leasing efforts.
- Compiled and sent agent commission statements.

**Harcourts Property Group – Bellville / Durbanville
Administrative Assistant (Sales)**

1 July 2014 – 31 October 2017

Reason for Leaving – Transitioning to a position that offers greater intellectual engagement, stability, and a more competitive rewards structure

- Managed a multi-line phone system, directing calls, delivering messages, and welcoming visitors with professionalism and courtesy.
- Enhanced customer satisfaction by responding promptly and professionally to inquiries via phone, email, and in-person interactions.
- Oversaw inventory management, ensuring optimal stock levels through timely restocking and purchase orders.
- Supported employee onboarding by coordinating orientation sessions and efficiently handling required paperwork.
- Maintained and updated property listings to ensure accuracy and accessibility.

- Prepared weekly property advertisements for newspaper publication to maximize visibility.
- Created marketing materials for new property listings, including brochures, to effectively promote and represent available properties.
- Coordinated with agents to solicit purchase offers while ensuring compliance with FICA regulations.
- Managed the transmission of OTPs (Offers to Purchase) with bond originators and oversaw communication throughout the application process.
- Obtained bond attorney details upon final grant approval and issued instructions to conveyancers to facilitate necessary procedures.
- Work closely with conveyancers to provide bond attorney information, ensuring smooth transaction updates and timely completion.
- Acted as a key liaison between conveyancers, agents, and the office manager, ensuring the timely submission of documents and addendums.
- Coordinated property inspections and facilitated the processing of compliance certificates.
- Ensured accurate and timely submission of invoices to the office manager for processing and payment.
- Provided comprehensive administrative support to the office manager, assisting with various ad-hoc tasks and ensuring smooth office operations.

ABV Brands – Cape Town City Centre

Office Manager

1 April 2012 – 31 March 2014

Reason for Leaving – Seeking a work environment that fosters well-being and minimizes travel-related strain

- Provided outstanding customer service by promptly and professionally addressing client inquiries via phone and email.
- Reconciled accounts payable and receivable, ensuring balanced budgets and financial accuracy.
- Managed daily office operations, including switchboard management and telephonic support.
- Ensured timely message delivery to directors and sales agents, facilitating clear and efficient communication.
- Coordinated office supply orders, managing inventory for groceries, back bar stock, and display cabinet items.
- Oversaw petty cash management and processed incoming mail efficiently.
- Maintained warehouse inventory levels, ensuring sufficient stock for seamless daily operations.
- Arranged accommodation for international clients and brand principals, ensuring a smooth and comfortable visit.
- Provided marketing support, assisting the marketing director with various initiatives.
- Collaborated with the marketing director to manage brand marketing materials and oversee POS inventory and distribution, ensuring promotional items aligned with brand guidelines.

ADT Security – Goodwood

Direct Marketing Representative

July 2011 – October 2011

Reason for Leaving – Pursued a structured 8-5 position to better align professional commitments with parenting duties

- Boosted brand awareness by creating compelling promotional materials that effectively highlighted product benefits to potential customers.
- Customized sales presentations based on customer insights, leading to higher conversion rates and more impactful engagements.
- Actively sourced and secured new domestic and commercial clients through cold calling, door-to-door canvassing, and strategic pamphlet distribution.
- Contributed to lead generation efforts by participating in marketing events and expos, driving business growth and expanding the customer base.

CCH (City Country Homes / Coastal Country Homes) – Bellville

Trainee Real Estate Agent

April 2010 – May 2011

Reason for Leaving – Explored opportunities offering fixed salary components for improved financial consistency

- Quickly adapted to new materials, processes, and software, demonstrating a strong commitment to continuous learning.
- Engaged in hands-on training, collaborating with supervisors and colleagues to gain a thorough understanding of key responsibilities.
- Attended industry-specific training courses to deepen knowledge of processes, techniques, and market trends.
- Supported departmental tasks, contributing to broader team objectives while expanding industry expertise.
- Proactively identified new property opportunities and facilitated successful sales, driving business growth.
- Managed a personal client and property database, ensuring efficient follow-ups and smooth interactions.
- Oversaw property advertising, responding to inquiries promptly and professionally to provide clear, accurate information to potential clients.
- Coordinated property viewings, ensuring seamless communication and delivering excellent customer service throughout the process.

Lesedi Nuclear Services – Atlantis
Timekeeping and Attendance Clerk
October 2008 – February 2009

Reason for Leaving – Contract Position

- Maintained precise records of employee absences, disciplinary actions, and truancy issues, ensuring compliance with company policies.
- Welcome office visitors with professionalism and warmth, using open-ended questions to assess and address their needs efficiently.
- Oversaw employee timekeeping by collecting clock cards, calculating hours worked, and maintaining accurate records in spreadsheets.
- Managed leave applications, maintained comprehensive records, and facilitated loan and salary advances as needed.
- Assisted employees with payroll-related inquiries, providing clear explanations and resolving pay discrepancies.
- Served as a liaison between employees and the payroll division at head office to ensure timely and accurate payroll processing.

Lesedi Nuclear Services – Atlantis
Receptionist and Administrative Clerk
October 2008 – February 2009

Reason for Leaving – Contract Position

- Managed incoming calls via the switchboard, ensuring prompt and professional communication.
- Oversaw inventory management, coordinating stationery and grocery orders to maintain optimal stock levels for office operations.
- Maintained well-organized records through efficient filing systems, ensuring easy access to important documents.
- Provided general office support, including typing tasks and preparing purchase requisitions for managers.
- Administered a time management system for 60 employees, accurately tracking attendance and punctuality.
- Regularly updated and monitored databases, issuing clock cards and adding new employees as needed.
- Assisted in drafting employee contracts and efficiently managing petty cash transactions, ensuring accurate documentation and timely processing.

CDA Designs – Claremont
Secretary
November 2004 – January 2007

Reason for Leaving – Medical conditions during pregnancy

- Maintained confidentiality while handling sensitive information with discretion.
- Managed daily reports, memos, and invoices, ensuring accurate and up-to-date records.
- Scheduled appointments and conducted follow-up calls, fostering clear communication and excellent customer service.
- Operated the switchboard, ensuring prompt and professional handling of incoming calls and customer inquiries.

- Sorted and processed incoming mail for efficient distribution, ensuring timely attention to important correspondence.
- Printed architectural and engineering plans with precision, ensuring accuracy and timely delivery.
- Managed invoicing with attention to detail, ensuring all transactions were processed correctly and on schedule.
- Provided general administrative support, including filing and data entry, to facilitate smooth office operations.
- Assisted the civil engineer with secretarial and office tasks, contributing to effective management of daily operations and project coordination.

**Mix Flavour School of Dance – Atlantis
Dance Instructor and Choreographer
March 2003 – October 2004 (Full time)**

- Maintained confidentiality while handling sensitive information with discretion.
- Managed daily reports, memos, and invoices, ensuring accurate and up-to-date records.
- Scheduled appointments and conducted follow-up calls, fostering clear communication and excellent customer service.
- Operated the switchboard, ensuring prompt and professional handling of incoming calls and customer inquiries.
- Sorted and processed incoming mail for efficient distribution, ensuring timely attention to important correspondence.
- Printed architectural and engineering plans with precision, ensuring accuracy and timely delivery.
- Managed invoicing with attention to detail, ensuring all transactions were processed correctly and on schedule.
- Provided general administrative support, including filing and data entry, to facilitate smooth office operations.
- Assisted the civil engineer with secretarial and office tasks, contributing to effective management of daily operations and project coordination.

**Mix Flavour School of Dance – Atlantis
Dance Instructor and Choreographer
November 2004 – December 2006 (Part time)**

- Maintained confidentiality while handling sensitive information with discretion.
- Managed daily reports, memos, and invoices, ensuring accurate and up-to-date records.
- Scheduled appointments and conducted follow-up calls, fostering clear communication and excellent customer service.
- Operated the switchboard, ensuring prompt and professional handling of incoming calls and customer inquiries.
- Sorted and processed incoming mail for efficient distribution, ensuring timely attention to important correspondence.
- Printed architectural and engineering plans with precision, ensuring accuracy and timely delivery.
- Managed invoicing with attention to detail, ensuring all transactions were processed correctly and on schedule.
- Provided general administrative support, including filing and data entry, to facilitate smooth office operations.
- Assisted the civil engineer with secretarial and office tasks, contributing to effective management of daily operations and project coordination.

**Contentlot.Com – Goodwood
Proofreader (Freelance)
October 2001 – January 2002**

- Self-motivated and highly responsible, with a proven ability to excel in fast-paced environments.
- Adaptable team player who can work both independently and collaboratively, adjusting seamlessly to new challenges.
- Quick learner with a strong capacity for grasping new concepts and processes efficiently.
- Experienced proofreading and editing digital content for online publication, ensuring clarity, accuracy, and adherence to organizational standards.

Sure Financial Services / Gordon's Discount Furniture – Atlantis
Financial Consultant & Sales Representative
June 2001 – November 2001

- Established and maintained strong client relationships through consistent communication and outstanding customer service, ensuring their needs are met.
- Provided financial guidance to clients facing challenges, assisting with debt management, budgeting strategies, and financial planning.
- Managed a diverse client portfolio, consistently exceeding benchmark indices and delivering strong financial results.
- Efficiently operated the switchboard, ensuring prompt call handling and seamless redirection to appropriate departments.
- Led direct sales of discount furniture, consistently surpassing sales targets while maintaining high customer satisfaction levels.
- Assisted clients throughout the loan application process, ensuring smooth and efficient handling of their requests.
- Supported daily office operations by performing various administrative tasks, contributing to overall efficiency and a well-functioning workflow.

Western Province Technical College – Atlantis
Secretary
February 2000 – May 2001

- Managed confidential personnel files and financial data with discretion, ensuring strict confidentiality.
- Operated a multi-line phone system, warmly greeting callers and efficiently handling inquiries.
- Maintained organized records, including daily reports, memos, and invoices, ensuring accuracy and easy access.
- Scheduled appointments and follow-up calls, fostering clear communication and client satisfaction.
- Served as the primary liaison between students and lecturers, supporting a productive and collaborative learning environment.
- Oversaw student registrations and maintain accurate inventory records, ensuring proper documentation and availability of materials.
- Managed a well-structured filing system, regularly updating records for seamless access.
- Updated and maintained the client database, ensuring data accuracy and efficient retrieval.
- Prepared student reports and handled general correspondence with precision.
- Provided personal assistant support to the campus head, assisting with scheduling and administrative tasks.
- Supported campus operations by managing various administrative duties, ensuring smooth daily workflows.
- Performed general office responsibilities to enhance overall efficiency and organizational effectiveness.

Koeberg Nuclear Power Station – Melkbosstrand
Administrative Assistant
March 1999 – January 2000

- Managed a multi-line phone system, efficiently routing calls, delivering messages, and welcoming visitors with professionalism and warmth.
- Enhanced customer satisfaction by providing prompt, professional responses to inquiries via phone, email, and in-person interactions.
- Oversaw office supply management, restocking inventory and placing purchase orders to ensure smooth daily operations.
- Supported employee onboarding by coordinating orientation sessions and handling paperwork with accuracy and attention to detail.
- Acted as a key liaison between clients and the company, facilitating effective communication and promptly resolving queries.
- Assisted with various ad-hoc administrative tasks, ensuring seamless office operations and workflow efficiency.
- Provided recruitment support by assisting with job advertisements, managing candidate correspondence, and offering personal assistant services to recruitment officers.
- Maintained a well-organized filing system, ensuring easy access to records and efficient document management.

- Arranged accommodation and booked flights for clients, ensuring a smooth and hassle-free experience.
- Provided typing support for various documents and correspondence, ensuring clarity and accuracy.
- Assisted in administering psychometric testing for recruitment purposes, helping assess candidate suitability.
- Screened job applications, managed correspondence, and handled incoming and outgoing mail.
- Escorted applicants for medical testing when required, ensuring compliance with recruitment procedures.
- Performed general office duties to maintain efficiency and support daily operations, contributing to overall organizational effectiveness.

Nexus Connections – Sea Point
Tele-Verifying Operator
September 1998 – December 1998

- Verified company details via telephone, ensuring accurate business addresses and contact information while maintaining up-to-date records.
- Managed client communications, fostering strong relationships and promptly addressing inquiries with professionalism.
- Assisted in compiling and organizing a comprehensive business directory on CD-ROM, ensuring accuracy and completeness.
- Marketed the business directory to various companies, highlighting its value and benefits to expand its reach and drive sales.

Hargraves Library Services – Bo Kaap
Administrative Clerk
June 1998 – August 1998

- Managed incoming phone calls, promptly addressing inquiries, and providing accurate information to ensure seamless communication.
- Assisted customers both over the phone and in person, delivering clear and helpful responses to their questions.
- Established and maintained office procedures to enhance efficiency and support the achievement of key targets.
- Minimized data entry errors through meticulous attention to detail and rigorous verification processes.
- Oversaw the ordering of stationery and groceries, ensuring the office remains well stocked with essential supplies.
- Maintained a structured database to track book inventory and availability, ensuring accurate record-keeping.
- Coordinated the ordering and distribution of books, ensuring timely delivery and efficient inventory management.
- Performed general administrative tasks to support daily office operations and maintain workflow efficiency.

Software Proficiency

- **Microsoft Office Suite** – Proficient in Word, Excel, PowerPoint, Outlook, SharePoint, OneDrive, and Teams for document creation, data management, presentations, communication, and collaboration.
- **Fusion & Prop Control** – Skilled in uploading and managing property listings to ensure accurate and up-to-date online presence.
- **Social Media Management** – Experienced in uploading, scheduling, and maintaining listings on Facebook and Instagram to optimize engagement.
- **Gumtree** – Managed property listings, ensuring visibility and effective presentation.
- **CMA & Lightstone** – Conducted property valuations and prospecting to support real estate decision-making.
- **The Virtual Agent** – Utilized for canvassing and obtaining property owner information.
- **Client Scanner** – Conducted searches to determine whether individuals are politically exposed.
- **Payprop & WeConnectU** – Managed rental invoicing, property detail uploads, lease agreements, and statement distribution to landlords and tenants.
- **RedRabbit** – Scheduled and tracked property maintenance tasks, ensuring follow-ups until completion.
- **QuicklySign** – Used for contract management, allowing users to sign and send legally binding agreements online.

Other Information

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