

Gugulethu Mtembu

Sales Administrator

Contact

Address

Thokoza 1426

Phone

0617162758

E-mail

mthembugugu16@gmail.com

Skills

Store opening and closing

Cash Handling

Point of sale operation

Till counting

Stocking and replenishing

Product and service sales

Problem-Solving

Excellent Communication

Decision-Making

Teamwork and Collaboration

Multitasking Abilities

Dedicated and detail-oriented sales administrator with over 3 years of experience in customer service, boasting expertise in processing sales orders, quotes, and contracts. Proven ability to provide exceptional customer support, assist sales teams, and ensure smooth service fulfillment through effective internal coordination. Skilled in maintaining accurate customer information, resolving customer issues, and performing administrative tasks with precision. Strong communication and problem-solving skills, with a passion for delivering excellent customer satisfaction.

Work History

2024-10 -
Current

Sales Administrator

Adreach, Linbro Park (Advertising/Marketing)

- Processing sales orders, quotes, and contracts accurately and efficiently.
- Review incoming contracts for completeness and signatures.
- Follow up on upfront payments for new production contracts.
- Monitor contract progress from signature to installation.
- Maintaining and updating customer information on the system, responding to customer inquiries, and providing support.
- Assisting the sales team with sales calls, and administrative tasks.
- Liaising with internal teams (operations, design and finance) and clients to ensure smooth service fulfillment and customer satisfaction.
- Addressing any customer issues.
- Sending proof of flighting to client once job has been installed.
- Sending credit/stop billing requests to finance team where necessary.
- Updating sales rep about upcoming renewal contracts, and creating renewals for contracts to be renewed and actioning takedown jobs for campaigns not being renewed
- Actioning monthly site checks to ensure all sites are still up and doing reprints were necessary.

Additional duties

- Assisting at reception with transferring calls to the relevant people and taking detailed messages.

2024-04 -
2024-09

HR Learner

Avk Valves Southern Africa , Alrode (Manufacturing)

Good Telephone
Etiquette

Written
Communication

Organization and
Time Management

Outlook

Excel

Proficient in
Assetsphere system

Proficient in IQ system

- Performing administrative tasks
- Supporting daily activities
- Updating the notice boards
- Filing documents manually and electronically
- Scanning documents
- Keeping up to date with emails
- Helping HR preparing interviews
- Coordinating events (blood drive, eye testing, flu vaccinations and audiograms for employees)
- Prepare requisitions
- Liaise with different departmental managers.

2023-01 -
2024-02

Sales Assistant

Absolute Pets, Port Elizabeth (Retail)

- Liaising with suppliers
- Creating purchase orders
- GRV invoices
- Negative stock adjustment
- Processing credit note
- Cash control
- Perform cash desk function
- Cash control and banking processes are followed daily
- 0 cash variances maintained
- Manual transactions accurately recorded

Stock Control

- Stock management processes are followed daily
- Customer orders are followed up
- Weekly stock counts are conducted accurately
- Store room department in good condition

Customer Service

- Provide excellent customer service
- Internal & external customer relationship building
- Maintain good customer relationships
- Product knowledge

Sales

- Achieving sales and GP targets
- Visual merchandising and appearance to be in line with best retailers in SouthAfrica

Service

- Provide world class service
- Provide sound independent advice

Stock

- Ensuring store is fully stocked and order placed accordingly.

- Execute all admin duties fully and efficiently
- Limit stock loss and shrinkage to below target levels

Staff

- Be a proud Brand Ambassador
- Have detailed product knowledge and all products comparisons.

2022-06 -
2022-12

Promoter

Atomic Marketing (Advertising/Marketing)

Provide advice and guidance on product selection to customers

- Demonstrating and providing information on promoted products/services
- Distributing product samples, brochures, and flyers to source new sales opportunities
- Answering any questions potential customers might have about a product or service.

2018-01 -
2019-12

Promoter

*Tradeway, Bryanston, Johannesburg
(Advertising/Marketing)*

- Set up booths and promotional stands and stock products
- Arrange merchandise to look tidy and attractive to customers
- Generating reports that outline customers' interest levels, questions asked, number of products/samples/literature sold, and/or distributed at various events.

*Brands worked with Parmalat, KOO, and McChain.

Education

2023-11

Bachelor Of Arts: Human Resources Management

University of Johannesburg - Auckland Park , South Africa

2019-12

Matric : Bachelor's Pass

United Church School - Yeoville, South Africa



UNIVERSITY
OF
JOHANNESBURG

The Council and the Senate of the
UNIVERSITY OF JOHANNESBURG
hereby certify that the degree

Bachelor of Human Resource Management

with field of study

Human Resource Management

with all its associated rights and privileges
in accordance with the Statute of the
University has been conferred upon

GUGULETHU BUSISIWE MTEMBU

at a congregation of the University

Vice-Chancellor and Principal

Registrar



Only valid when verified
at <https://drive.u.ac.za>

19 March 2024
Certificate No: 72580061-01-PDMN
ID/Passport No: 0106170383082



N00132772



COLLEGE OF BUSINESS AND ECONOMICS (CBE)

11 January 2024

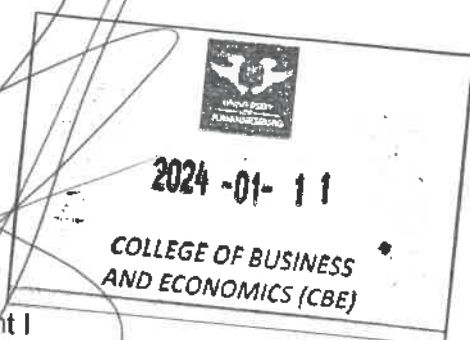
To Whom It May Concern

This letter serves to confirm that **Miss Gugulethu Busisiwe Mthembu (Student Number 220021742) (ID Number 0106170383082)** was registered as a full-time student at the University of Johannesburg for the qualification **Bachelor of Human Resource Management** for the 2023 academic year.

The student has successfully met all the requirements to obtain the degree and her graduation will take place in March/April 2024.

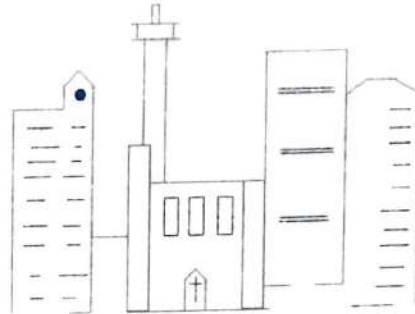
Yours faithfully

Mr C Kgosing
Faculty Assistant I
Tel +27 11 559 3861
Email bobbyk@uj.ac.za
A Ring 225



UNITED CHURCH SCHOOL

(A Division of UCPS - Section 21 Company No. 90/06400/08)



This is to certify that

Gugulethu Mthembu

Grade 12

has received this award for

3^d Position in

Mathematical Literacy

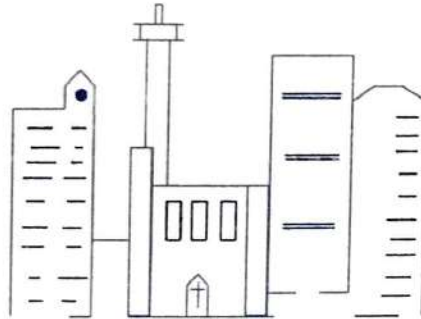
16/10/2019

Date

[Signature]
Teacher / Principal

UNITED CHURCH SCHOOL

(A Division of UCPS - Section 21 Company No. 90/06400/08)



This is to certify that

GUGULETHU MTHEMBU

has received this award for

BUSINESS STUDIES

GRADE 10

2ND POSITION

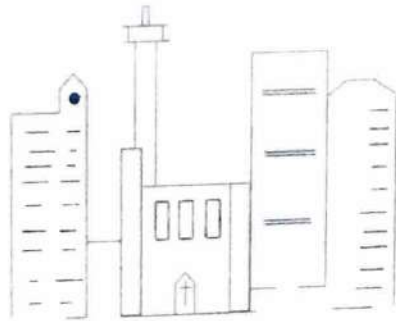
Date
25 / 10 / 2017

Teacher / Principal



UNITED CHURCH SCHOOL

(A Division of UCPS - Section 21 Company No. 90/06400/08)



This is to certify that

Gugulethu Mthembu

Grade 12

has received this award for

3rd Position in

Economics

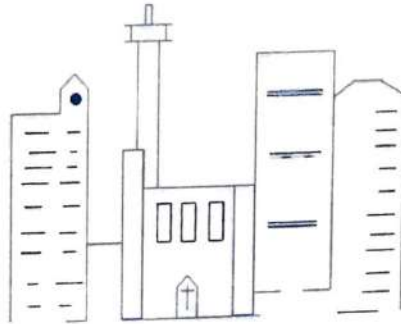
16/10/2019

Date

M. Mthembu
Teacher / Principal

UNITED CHURCH SCHOOL

(A Division of UCPS - Section 21 Company No. 90/06400/08)



This is to certify that

Gugulethu Mthembu

Grade 12

has received this award for

3rd Position in

History

23/10/2019

Date

Budlovu
Teacher / Principal

A handwritten signature in black ink, appearing to read 'Budlovu', written over the printed name 'Teacher / Principal'.

CERTIFICATE OF EXCELLENCE

GUGULETHU MTHEMBU

Congratulations on graduating from
the DreamGirls Academy Mentoring Programme 2019

DreamGirls Founder

DREA

GIRLS
ACADEMY



This is to certify that

Gugulethu Mthembu

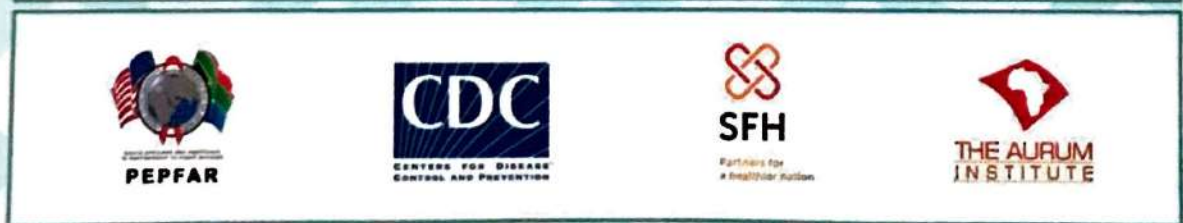
has successfully completed the **Stepping Stones Programme**

on

12/6/2017

Thando Nogaga
FACILITATOR

Debbie Van Zyl
CO-DIRECTOR



Accelerated Minds Consulting

2018/449805/07

Certificate of Attendance

is hereby awarded to

Gugulethu Mthembu

for

Effective Study Methods

02 February 2019



Leoné Michaels

Leoné Michaels
Director