

Curriculum Vitae of Lynda Smuts

Personal Information

Date of birth:

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Work Ethos

A conscientious team player bringing determination intelligence, reliability and honesty to the team. I am empathetic towards people. I work well under pressure, am patient and diplomatic in conflict situations. I have a pleasant, approachable personality.

I pride myself on my sincerity and trustworthiness. I am a quick learner, and deliver meticulous work.

With outstanding organising skills, telephone manners, tact, diplomatic skills and because I can carry out detailed instructions to the letter and always keen to learn I can handle high-level workloads and deliver within strict deadlines.

I believe I am a mature, energetic and hardworking person who maintains confidentiality in sensitive matters and displays excellent judgement and initiative.

I work well under pressure, without supervision and I am proficient at working both on own initiative and as part of a team.

Career History

7 April 2016 to 30 September 2016. **Sales Representative at Freddy Hirsch Group.** Reason for leaving: end of 6-month fixed term contract

- New business acquisition and client retentions to an existing customer base with an escalated budget to achieve and maintain month-to-date.
- Increased sales by testing products and installing new lines of production after familiarising myself with client needs and processes.
- Daily sales reports for previous day and forecasts for current day.
- Weekly reporting on market intelligence and other administrative duties.
- New business acquisition to supplement for any churned clients.
- Responsible for maintenance of volumes ordered and price negotiations.
- Assisted credit controller with client accounts in arrears.

Qualifications

- University of Stellenbosch. **BA International Studies Political Science.** 2003
- University of Stellenbosch. **1st year B Consumer Science (housing).** 2000
- Swartland Highschool. **Matric with exemption.** 1999

Further education

- Short course. Fundamentals of design by Laurence Llewelyn-Bowen.
- Internship with Décor Associates

Professional Skills

- MS Office (Word, Excel & Outlook)
- Windows 8
- Logistics Operating System
- Lexis Nexus
- Bond Adapt
- Internet Portals (Advertising)
- Bond Adapt

2 June 2015 to 30 October, **Business Development Executive at PNet SA.** Reason for leaving: retrenchment

- New business acquisition in the corporate sector.
- Consulted and collaborated with corporate clients to streamline their recruitment processes using PNet products and services.
- Client retention through servicing and support throughout the year.
- Sales administration and prospective business analysis and research.

January 2015 - 1 June 2015. **Client Relationship Manager and Permanent Recruiter at Drake International**

- New business acquisition and support
 - Sourcing new clients.
 - Explanation of labour contract terms to clients.
 - Sales of all human resourcing solutions as well as placing candidates in permanent positions.
 - Candidate screening and interviews.
 - Collaborated with clients during the process of initial interviews and shortlisting.
 - Negotiated employment contracts and remuneration.
 - Liaised with clients and candidates to arrange starting dates etc.
- Admin, billing, reports, call sheets, forecasts and completed orders.
- Followed up with clients and candidates after placement.
- Adhered to all legal procedures specified by the BCEA.

December 2012 – March 2014. **Multi-Consultant for Rentokil Initial South Africa Hygiene and Pest Control Services (KAM)**. Cape Town, Western Cape.

- New business acquisition and consultative duties:
 - Responsible for all clients in designated area.
 - Supplied clients with correct health and prevention services after consultation.
 - Generated quotes and reviewed new contracts ensuring all terms were in line with agreement made with client.
 - Contract activations, service installations, follow up visits.
 - Resolution of client queries and complaints.
 - All administration of contracts, sales reports, forecasts, call sheets and follow up visits with new, dormant and old clients.
- Client retention, support and administrative duties:
 - Minimised client churn by renewing expired client contracts.
 - Followed up on progress of services and keeping clients updated.
 - Kept up to date with daily e-mails, company services and industry trends.
 - Managed and oversaw all administration duties.

One of the first 5 consultants able to sell all service divisions of Rentokil after their key account management positions were made redundant.

May 2010 – February 2012. **Corporate Sales Executive**. Nashua Paarl, Western Cape.

- New business acquisition activities including:
 - Generated quotes and contracts for new clients.
 - Credit vetting, contract activations and administration.
 - Monthly sales reports and forecasting.

- Client support and retention duties including:
 - Query and complaint resolution.
 - All administrative duties.
 - Being up to date with the latest company product and service offerings as well as industry trends.
 - Efficient diary management.
- Excellent Track Record and excellent client service level, proven by clients referring further potential leads and complimentary feedback.

July 2007 – September 2010. **Sales Consultant for Imperial Logistics Truck Rental**

- New business acquisition and development.
- Key account management.
- Client retention and support including query and complaint resolution.
- Generation of quotes to new and existing clients.
- Drafting service level agreements.
- Route planning for drivers to achieve maximum efficiency in terms of time and distance.
- Production of weekly sales reports and other administrative duties.

Achievements: awarded National Sales Consultant of the year for 3 years consecutively (highest revenue generated at 112%, 124% and 109% of target)

May 2006 – June 2007. **Marketing and Sales Assistant.** Ancient Spirit Handmade Boutique – *I established a development and empowerment project teaching ladies to crochet for income (endorsed by the Department of Trade and Industry.)*

- Sales and administration (including financial accounts and cash up) of crochet garments in the Riebeek Kasteel boutique
- New business acquisition and key account management with major clients including Keedo, Earth Child, Out of the Blue

October 2005 - May 2006

The Cape Gallery, Church Street Cape Town

- Marketing and sales of national and international Artist.
- Installed new artist exhibitions every 3 weeks.
- Design and outlay of invitation to client basis postal mailing list for exhibitions
- Photography and computer design for internet mailing list
- Updating of website
- International freighting and shipping of art to international client
- Custom clearance documentation and operations

Positions Held Abroad

2004 – 2005. **Full time, live-in and travel governess for Danish family.** Torpp Larson Family. Copenhagen, Denmark

References

Eugene Nortje. Owner / director at Décor Associates. [+27 79 382 4695](tel:+27793824695)

Sean Jacobs. Sales Manager at Freddy Hirsch. [+27 83 388 2306](tel:+27833882306)

Craig Woodward. **Regional Manager (South Africa) Drake International**. [+27 72 326 0958](tel:+27723260958) or [+27 11 883 6800](tel:+27118836800)

Louw Moller. Rentokil Initial South Africa. [+27 82 498 9039](tel:+27824989039)

Sandy Phin. **Imperial Logistics and Truck Rental**. Head Office [+27 83 379 4395](tel:+27833794395) [+27 11 977 7100](tel:+27119777100)

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Gail Dorje. **The Cape Gallery**. [+27 21 423 5309](tel:+27214235309)

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