

27 WITTEBOOM STREET; BRACKENFELL; 7560  
CELL NO 084 4227 227

# TANJE OOSTHUIZEN

## PERSONAL INFORMATION

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n Marital status: Married  
n Age: 33  
n Drivers license: Code 08  
n Nationality: South African Citizen

## LANGUAGES

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English  
Afrikaans  
German (conversation only)

## EDUCATION

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2005-2006 Hellfire / Internship Acorn Cape Town  
***Wits MBN certificate***  
n Strategy  
n Human Relations  
n Environment of Business and Economics  
n Project Management  
n Marketing  
n Finance  
***Learn to Lead***  
n Presentation Skills  
n Unlock Human Potential  
n Customer Service  
n Solve Problems Innovatively  
n Interact with Others  
n Cope with managerial Challenges  
***Business Training – UCT Graduate Business School***  
n How to write a Business Plan and the implications of it

## EDUCATION

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1996 Educo Educational Center Parow  
***Microsoft Works***  
n Database

- n Spreadsheet & Charting
- n Word processing
- n Power Point
- n Microsoft Outlook

#### EDUCATION

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1994                      St Gallen Deutsche Schule                      St Gallan, Switzerland  
***German Language & Customs***

#### EDUCATION

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1991                      Cape Technical College                      Cape Town  
***Senior Certificate (Std.X)***

- n Communication & Department N3  
     With a Wine Tasting course
- n Computer Graphics                      N3
- n Art of Drawing                      N3
- n Applied Design                      N3
- n English                      HG
- n Afrikaans                      HG

#### PROFESSIONAL EXPERIENCE

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2005-current      IQ TeQ Medical (PTY) Ltd                      Cape Town  
***Customer Support***

- n General Office Administration
- n Sales Administration
- n Telephonic Support
- n Stock Control
- n Graphics
- n Production Preparation
- n Technical Support

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#### PROFESSIONAL EXPERIENCE

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1997 - current      LexisNexis Butterworths Publishers                      Cape Town  
***Sales Assistant***  
 Representative sales support which include:

- n Sales  
     To meet a monthly sales targets for commercial & legal markets  
     - Telesales

- Cold Calling
- E-mail campaigning
- (In 2004 I have exceeded my sales targets for the year by 68%)
- To meet a monthly quotation target for the commercial market
- Process representatives orders within 24 hours
- Assist walk in clients (both corporate and legal)
- Promote and sell new and existing publications; seminars and conventions
- Constant Marketing Research for continued Database Update
- Weekly sales/progress and processing reports on spreadsheet
- Market Research for New Publications
- Assisting the representatives with displays at seminars and conventions
- To make appointments for them when they go away on road trips
- n Customer Service
  - Resolve client queries within 24 hours
  - Do credits on returns
  - Maintain clients accounts/subscriptions on our database Bookmaster
  - Arrange for client deliveries via post or collections
- n Administration
  - General Filing
  - Arrange for weekly internal deliveries to our Head Office and Johannesburg office
  - To reconcile the Cape Town office petty cash (monthly)
  - Assisting with switchboard duties
  - Controlling Stationery
- n Stock control and requisition
  - Do stock transfers to and from the warehouses
  - Do a monthly stock take
  - Make sure that the publications in the warehouse is up to date with the latest issue
- § Product Knowledge
  - Sound product knowledge
  - Updated on a monthly basis via training sessions re new products.
- n Personal Development
  - Read and listen to Motivational books/taps

## PROFESSIONAL EXPERIENCE

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- |             |   |           |
|-------------|---|-----------|
| 1996 - 1997 | Car Connection                                    | Cape Town |
|             | <b>Reception</b>                                  |           |
| n           | Operating the Switchboard                         |           |
| n           | Petty Cash ( recon of cash books - monthly basis) |           |
| n           | Stock Control                                     |           |
|             | To maintain the stock book                        |           |

n General Administration of the office  
Reason for leaving: The company closed down.

#### PROFESSIONAL EXPERIENCE

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1992 - 1996      The Getty/Waibel Residence      Switzerland  
*Au Pair*

My responsibilities included the following:

- Was responsible for the children's wellbeing.
- Running the household.
- Doing all travel arrangements (transfers/visas/hotel bookings/flights)
- Organizing social functions and formal dinners  
Arrange catering and entertainment for bigger functions and for small private functions I did the catering.

#### REFERENCES

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n Linda Stephenson  
LexisNexis Butterworths, Cape Town  
Tel no: 021 555 8900

n Mrs S Waibel  
Glen Alpine, Constantia  
Tel no: 021 7944511

#### OBJECTIVE

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To be successful in my work endeavours through diligence, hard work, honesty and respect.

#### HOBBIES

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Horse Riding; Reading; Painting; Camping