

**Address:** 894 Phiela Street Orlando East 1804  
**Cell Number:** 073 089 2079/ 060 961 3823  
**Tel Number:** 011 935 3868

## **Profile**

**Name** : Yolanda  
**Surname** : Skosana  
**Identity number** : 88 12 30 0865 086  
**Home language** : Xhosa  
**Additional languages** : English, Afrikaans, Zulu, Sotho  
**Driver's License** : Code 8

## **Educational background**

### **Tertiary**

**Institution** : University of Johannesburg  
**Degree** : B.com Human Resource Management  
**Major subjects** : Human Resources  
: Industrial Psychology  
: Business Management  
**Status** : In progress

### **Secondary**

**School** : Metropolitan RAUCALL  
**Subjects** : English HG  
: Afrikaans HG  
: Economics HG  
: Accounting HG  
: Mathematics SG  
: Science SG  
**Year completed** : 2006

### **Leadership roles**

Church youth Convener (2007-2009)

### **Achievements**

Facilitators certificate (2004)

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### **Courses Attended**

- Excel Intermediate (Aug 2016)
- Project Management Fundamentals (Sept 2016)
- Finance for non-financial managers (Sept 2016)

### **Work experience**

**Company** : Woolworths  
**Position** : Till Operator  
**Duration** : October 2005 – April 2007

**Duties & task description:** To give the best customer services and to go beyond satisfying consumers' needs and living the brand of "the world of difference." Till operator duties of transacting using the till and system provided. To tidy up the work area around us when there are no queues (i.e. sorting, folding and hanging of clothes in a certain way). To relieve the person at the change room, and assist customers with whatever it is they may need at the change room.

**Reason for leaving** : To focus solely on my studies

**Company** : Amazen Promotions  
**Position** : Promoter

**Duties & task description:** Persuading consumers to buy new and existing products by handing them samples to taste, offering discount vouchers if they buy a certain amount of products.

**Reason for leaving** : Temp work based on the company's and its customers marketing needs

**Company** : MTV Networks Africa  
**Position** : Receptionist (temp)  
**Duration** : August 2009 – February 2010

**Duties & task description:** Taking calls and directing them to the respective people, carrying out daily duties around the office (such as receiving goods from the courier company, keeping track of employee whereabouts, keeping the workplace appealing to its clients, and being an all-round help to people within the office).

**Reason for leaving** : Temp work while the main receptionist was away.

**Company** : Ipsos Markinor  
**Position** : Interviewer  
**Duration** : May 2010 – August 2010

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**Duties & task description:** Collecting data through market researching about various products (from cars to TV subscriptions) via telephone based interviews (both locally and internationally) and recording it verbatim. We also conducted telephonic customer satisfaction surveys. This type of work was strictly market research and not telemarketing.

**Reason for leaving** : I received a promotion within the company.

**Company** : Ipsos Markinor

**Position** : Assistant Project Supervisor

**Duration** : September 2010 – March 2012

**Duties & task description:** Co-managing projects by ensuring all interviewers had all relevant information on them when making calls, reporting back to the project supervisor with regard to targets reached and what could be done better the next day when interviewing on the phones, monitoring and motivating employees progress through on the job training and mentorship.

**Reason for leaving** : To pursue a HR internship at Diversey, now formerly known as Sealed Air.

**Company** : Sealead Air

**Position** : Food Safety Assistant

**Duration** : March 2012- Present

**Duties & task description:** Compiling FS Inspection Reports: gathering data from the IMAP system and putting together percentage score reports, non-conformance reports, etc. Managing the IMAP site: conducting super user activities such as proof reading audits uploaded by our auditors before approving, making sure the respective people are loaded and connected to IMAP, extracting various reports for feedback purposes, creating location ID's, managing and keeping up to date the data of location ID's as well as the general site for ZA and neighbouring African countries. Putting together FS training material: printing of test papers, training booklets, feedback questionnaires, and registers for training. Marking test papers once training has been conducted, creating a spread sheet and saving it on the z drive, then print out certificates from that spread sheet, and distribute accordingly to the various Massmart chains. Liaison between Massmart, its suppliers and the various Massmart chains: communication of Massmart requirements to its suppliers, scheduling of GFSI audits, and gap assessments, communicating with stores with regards to inspections and training requests. Preparing Roll Out material: Putting together signage and files for FS roll outs, communicating to stores and auditors roll out dates. Compiling monthly invoicing spreadsheet of work conducted: gathering all the financial costs (together with supporting documents) incurred for the month. Combining all this on one spreadsheet and

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forwarding to the finance/customer service department for invoicing. Manage consultants/ trainers' monthly schedules: secure availability and flexibility of auditors to that of Massmart chains in order to conduct monthly inspections, roll outs and training. Liaising with our travel agent to book all food safety consultants travel arrangements. General office administration such as compiling pro-forma invoices for potential customers, suggesting Massmart food safety quarterly training dates, assisting the food safety services manager and trainer with all round office work. Working on the SAP system raising requisitions as well as receipting of invoices.

### **References**

Miss Botlale Motsumi- (HR department Woolworths) 011 288 7200

Miss Edna Mametja- (MTV Receptionist) 011 428 2900

Miss Nompumelelo Nkosi- (Ipsos Markinor Assistant Call centre Manager) 011 686 8536/011 709 9936

Mrs Corlia Goosen- (Food Safety Services Manager) 011 871 9000/ 072 397 7067