

# SINEAD

## Administrative Professional & Office Manager



Goodwood, Cape Town, South Africa

### PROFESSIONAL SUMMARY

A highly motivated and competent professional with a proven track record of meeting strict deadlines and mastering new complex tasks. Experienced in team leadership and staff management, possessing a diverse skill set that ranges from financial reconciliation to client relationship management. Approachable and well-presented, with a natural ability to establish strong business relationships and manage multidisciplinary projects effectively.

### KEY SKILLS

- SAGE Pastel
- MS Excel
- MS Office Suite
- PayProp System
- Financial Reconciliation
- Team Leadership
- Client Relations
- Data Capturing
- Office Administration

### PROFESSIONAL EXPERIENCE

**Rentals & Accommodation Administrator** **Nov 2017 - Present**

*Leading Real Estate & Property Management Agency*

- Handle comprehensive office upkeep and reception, including conflict resolution and query management.
- Manage full-cycle rental administration: preparing mandates, lease agreements, and deposit release statements.
- Execute monthly financial tasks via PayProp, including billing tenants, reconciling rental payments, and issuing owner tax statements.
- Liaise with attorneys and contractors for maintenance and property sales compliance (Beetle/Electrical).

- Conduct cold calling and general assistance to sales agents to drive business growth.

**Administrative Officer & Team Lead****Feb 2013 - June 2017***Regional Employee Provident Fund Organisation*

- Managed day-to-day administrative operations and provided direct management to junior staff members.
- Performed complex financial data capturing, reconciling bank statements against incoming business contributions.
- Maintained compliance records, arbitration awards, and prepared documentation for compliance orders.
- Responsible for year-end payment listings, spreadsheet reconciliation, and invoicing.
- Oversaw all incoming correspondence and amended returns to ensure data accuracy.

**Sales Associate****2013 - 2014***International Fashion Retailer*

- Executed sales and marketing strategies to meet retail targets.
- Maintained high standards of customer service and visual merchandising.

**Promotional Consultant / Hospitality****2009 - 2014***Various Marketing & Hospitality Firms*

- Represented various brands through promotional work.
- Provided high-level service in fast-paced hospitality environments.

**EDUCATION & CERTIFICATIONS**

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**SAGE Pastel Certificate***Professional Certification***Sports Management Course****2011 - 2012***Varsity College***Grade 12 National Senior Certificate***Milnerton High School*

## First Aid Course

### ACCOMPLISHMENTS

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- Team Captain and Second Team Hockey Captain.
  - Western Province Athletics representative.
  - Grade 12 Learner Assistant and Sports Portfolio Committee member.
  - Participant in the Consumer Studies Olympiad.
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