

ROOCRUIT

Kimberley, South Africa

Lisa

Operations Manager | Recruitment Specialist | Real Estate Professional

PROFESSIONAL SUMMARY

A highly motivated and dedicated professional with over 20 years of diverse experience spanning Recruitment, Real Estate Management, and Financial Administration. Possesses exceptional interpersonal and communication skills, excelling in team environments and client-facing roles. Proven track record in operational oversight, compliance management, and business administration across South African and International markets.

KEY SKILLS

- **Systems:** Sage Pastel, PayProp Accounting, Red Rabbit
- **CRM & Recruitment:** Bullhorn CRM, FMS CRM, TPN Credit Bureau
- **Digital:** Microsoft Office Suite (Expert), Canva, Google Sheets
- **Management:** Branch Management, HR, Credit Control
- **Operations:** Compliance (POPIA/FICA), Data Capturing, Reporting
- **Communications:** Professional Writing, Social Media Marketing
- **Finance:** Debtors, Budgeting, Reconciliations, Sars Efiling
- **General:** Inter-personal Sensitivity, Fast Learner

PROFESSIONAL EXPERIENCE

Specialized Healthcare Recruitment Agency

March 2023 – July 2023

Recruitment Specialist

- Conducted comprehensive reviews of Curriculum Vitae for specialized roles.
- Performed telephonic pre-interviews for social work professionals.
- Managed end-to-end placement processes and vacancy advertising.

- Created branded marketing content and managed social media distribution.
- Maintained data integrity and updated personal information on Bullhorn CRM.

Leading Real Estate & Property Franchise**October 2020 – March 2023****Branch Manager / Agent Liaison**

- Ensured total compliance and accuracy of all Property Practitioner files and legal paperwork.
- Produced monthly performance reports for senior stakeholders.
- Managed the PayProp system and verified agent claim sheets.
- Provided conflict resolution and support for owners and tenants.
- Facilitated professional training regarding PPRA, maintenance systems, POPIA, and FICA.

Office Equipment & Stationery Supplier**July 2018 – 2020****Sales & Debtors Clerk**

- Managed debtors' accounts and daily receipt postings.
- Generated sales quotations and rental contract proposals.
- Executed canvassing and marketing strategies for new business development.
- Oversaw general data capturing and contract renewals.

Residential Rental Agency**October 2012 – June 2018****Property Agent & Administrator**

- Conducted property valuations, assessments, and periodic inspections.
- Drafted lease agreements and negotiated mandates with landowners.
- Managed rental income control, follow-ups, and maintenance oversight.
- Performed tenant screening via TPN approvals.

Mining & Industrial Services Firm**October 2010 – September 2012****Credit Controller**

- Managed credit applications and creditors' reconciliations.
- Oversaw petty cash management, fuel reconciliations, and daily banking.
- Controlled monthly budgeting tasks and financial reporting.

Boutique Service Business**September 2009 – September 2010****Business Owner**

- Successfully owned and operated a local valet business managing 9 staff members.

Regional Real Estate Agency**January 2004 – August 2009****Estate Agent**

- Specialized in property listings, sales, and contract finalization.
- Performed valuations and assessments based on town reports.
- Managed rental income control and marketing initiatives.

Major Financial Services Institution**February 2003 – December 2004****Personal Assistant**

- Analyzed client needs for life insurance and generated term insurance quotations.
- Handled high-level administrative duties within a banking environment.

UK-Based Telecommunications Company (London)**April 2001 – February 2003****Customer Sales Advisor**

- Managed international client queries and professional sales processing.

UK-Based Retail Group (London)**January 2000 – March 2001****Deputy Manager**

- Directed stock control, merchandising, and customer complaint resolution.

EDUCATION

Matric Certificate

Northern Cape High School (1998)

*Subjects: English (First Language), Afrikaans (Second Language), Art, Commercial Mathematics, Biology, Geography.***NQF4** - Real Estate Qualification**PROFESSIONAL ATTRIBUTES**

- Strong organizational ability and effective supervisory skills.
- Comprehensive knowledge of Financial Management and Human Resources.
- Excellent presentation and report writing skills.

- Highly adaptable with a proven ability to work under high pressure.
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