



# ROZANNE SHERMAN

## Business Admin Assistant



### OVERVIEW

Experienced and detail-oriented Administration Clerk with 11 years of expertise in supporting administrative functions across various office settings. Proficient in data entry, record keeping, and document management, with a strong ability to utilize office software and equipment to optimize operational efficiency. I am known for excellent communication, multitasking abilities, and a strong commitment to accuracy and confidentiality.

### QUALIFICATIONS & MEMBERSHIPS

- ✓ National Diploma in Human Resource Management
- ✓ Telephone Etiquette & Frontline Reception Skills course
- ✓ Pastel version 12 & Basic bookkeeping

### ✓ PROFESSIONAL EXPERIENCE

Mar 2025 – Present

#### **Business Admin Assistant**

Key roles:

- ✓ Provide in-office administrative support for daily business operations
- ✓ Assist with payroll processing, invoicing, and financial tasks (Xero & WorkflowMax)
- ✓ Handling correspondence emails and phone calls
- ✓ Update and maintain office procedures and policies

Nov 2016 – Aug 2024

#### **Secretary and Administration Clerk (South African Police Service)**

Key roles:

- ✓ Handling correspondence (email, phone calls, letters), scheduling meetings, and managing the calendar.
- ✓ Organizing, preparing, and filing documents, including reports, memos, and presentations.
- ✓ Organizing and preparing materials for meetings, taking minutes, and following up on action items
- ✓ Maintaining office records, database and overseeing inventory of office supplies
- ✓ Ensuring smooth day-to-day operations, managing schedules, and assisting with office tasks
- ✓ Administer human resource management support function
- ✓ Assisting employees with inquiries, providing information, receiving and processing applications
- ✓ Compiling, Organizing, Maintaining, and Updating employee's files
- ✓ Operating general office equipment including printers and copiers.
- ✓ Employee administration processed in terms of SAPS Regulations and Standing orders about Leave, medical unfitness, absenteeism, injury on duty, etc.
- ✓ Absenteeism audits
- ✓ Administer and control employee's performance Enhancement Process.
- ✓ Maintain and process employees' transfers
- ✓ Manage and administer basic personal information of personnel
- ✓ Administer all types of service terminations

May 2013 – Oct 2016

#### **Reception and Administration Clerk (Wonderboom Panelbeaters)**

Key roles:

- ✓ A Receiving visitor at the front desk by greeting, welcoming, and directing
- ✓ Answering, screening, and forwarding incoming phone calls
- ✓ Receiving and sorting daily e-mails
- ✓ Direct visitors to the appropriate person and office
- ✓ Provide basic and accurate information in person and via phone/mail.
- ✓ Maintaining office security by following safety procedures and controlling access via the reception desk (monitor in and out logbook)
- ✓ Assisting with administrative duties, Filing, confirming appointments, Arranging travel and accommodation
- ✓ Typing of reports, Memorandums, and letters
- ✓ Following up with vehicle repair authorization
- ✓ Create and maintain employees' files
- ✓ Absenteeism (Annual leave, Sick leave, Family responsibility leaves, etc.)
- ✓ Personal Assistant to the Managing Director as well as financial aid/ assistant
- ✓ Following up with insurance payments



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