

DESIREE NOMBULELO TSHABALALA

3436 Ngcobo Street; PO Rusloo; Johannesburg

EDUCATION

Wits Technikon	Office Administration (National Diploma)	1995 – 2001
Dameline College (Braamfontein)	Diploma in Human Resources Management	2004
Unisa	B Comm.-Human Resources Management	2007 – Present
Tlakula High	Matric	1992

WORK EXPERIENCE

COJ (City of Johannesburg)	SAP Trainer	July 2008 – January 2009
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Responsibilities:

- Delivered SAP Web Based & SAPGui Navigation Training.
- Currently preparing for the functional/process training & system training.
- Deliver CRM (Customer Relationship Management), IS (Industry Solutions) & SD Training

WORK EXPERIENCE

GijimaAST	SAP Trainer	June 2008
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Responsibilities:

- Delivered SAP Navigation Training.

WORK EXPERIENCE

AFROX LTD	SAP Business Coach	November 2007 – Present
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Responsibilities:

- Delivering systems training as and when required on SAP at various training venues around South Africa.
- Assist the business to adapt to new applications and to use those that are functionally adequate.
- Offer support to end users through consulting, analysing of problems to drive standardisation of processing.
- Assisting Material developers in identifying business process improvements on an ongoing basis.

Skill acquired:

- SAP Facilitation Skills.
- Offering Support after SAP Go-Live (Hand Holding) & information sharing.
- Trouble shooting.

AFROX LTD	Customer Advisor – Quality Assurance Department	1 April 1999 – to resume after SAP project
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Responsibilities:

- Handle complains and compliments through the email and voice.
- Liaise with different departments within the company relating to various queries.
- Follow up on accounts query with accounts department to resolve it.
- Follow up on outstanding queries and give feedback to both customers and the entire Afrox business.
- Handle the incorrectly captured orders queries & rectify on 1st contact.
- Receive compliments/complains & record them for coaching purposes.
- Present findings on all complain received in the department to management.
- Come up with resolutions regarding non-occurrence on previous complains.
- Arrange Training for the new recruits in the department & refresh training for the existing staff.
- Train/Coach staff coming into the customer service to ensure smooth integration into the Front Office.

Skill acquired:

- Problem Solving Skills, Analytical ability & ability to work across functions.
- Communication Skills & Information sharing through Team work.

DENEL AVIATION	Assistant to the HR Manager	March – October 1998
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Responsibilities:

- Administer Labour Relations records to ensure that the division functions efficiently.
- Provide secretarial services so that resolutions taken are formally recorded.
- Provide administrative support to ensure that the division does not overspend on the budget allocated.
- Co-ordinate incoming and outgoing mail.
- Conduct research on policies, procedures and systems pertaining to provision and maintenance issues.
- Assisting the HR manager in Supervision of subordinates to ensure that administrative functions are carried out.

Skill acquired:

- Interpersonal Skills, Influencing skills.

- Results and deadline driven & flexible.

OTHER QUALIFICATIONS/SKILLS

Microsoft Visio
Microsoft Word
Microsoft Excel
Microsoft Power Point
Microsoft Publisher

REFERENCES

REF Name 1

Zelda Gassner
082 855 7722

REF Name 3

Barbara Makings
073 261 3188

REF Name 2

Justine Fouche
(011) 255 5000

REF Name 4

Ulandi Wagg
011 456 3999